

Customer Grievance Response Letter

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with [specific issue]. We sincerely apologize for any inconvenience this may have caused you.

We understand the importance of resolving this matter promptly, and we are currently investigating the issue. Your feedback is valuable to us and will help improve our services.

As a token of our commitment to customer satisfaction, we would like to offer you [compensation or solution].

Thank you for your understanding and patience in this matter. Should you have further questions or concerns, please do not hesitate to contact us at [contact information].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]