

# Response to Your Grievance

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with [Product/Service]. We sincerely apologize for any inconvenience you may have faced.

We take your feedback seriously, and it is our priority to resolve any issues promptly. After reviewing your case, we have determined that [Briefly explain the cause of the grievance and details of the resolution].

As a gesture of goodwill, we would like to offer you [compensation, refund, discount, etc.], which we hope will restore your faith in our services.

We appreciate your understanding and patience in this matter. Should you have any further questions or require additional assistance, please do not hesitate to contact us at [Contact Information].

Thank you for giving us the opportunity to resolve this issue. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]