

Complaint Acknowledgment and Resolution

Date: [Insert Date]

Dear [Recipient's Name],

We are writing to formally acknowledge the receipt of your complaint dated [Insert Complaint Date], regarding [Briefly Describe the Complaint Issue]. We appreciate your bringing this matter to our attention.

After a thorough investigation, we have concluded that [Summarize Findings]. We understand that this situation has caused you [Describe Impact on the Customer], and we sincerely apologize for any inconvenience this may have caused.

To resolve this issue, we will [Outline Resolution Steps]. We are committed to [State Company Commitment to Customer Satisfaction].

If you have any questions or require further assistance, please do not hesitate to contact us at [Insert Contact Information]. Thank you for your understanding and patience as we work to resolve this matter.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]