

Incident Report Follow-Up

Date: [Insert Date]

To: [Customer Name]

Subject: Follow-Up on Your Recent Service Incident

Dear [Customer Name],

Thank you for bringing the recent service issue to our attention. We appreciate your willingness to communicate and your patience as we address the matter.

We have reviewed the incident that occurred on [Insert Incident Date] regarding [Brief description of the issue]. We want to assure you that we take this matter seriously and are committed to improving our service.

As a follow-up, we have taken the following steps to resolve the issue:

- [Step 1: Description]
- [Step 2: Description]
- [Step 3: Description]

We will continue to monitor the situation and ensure that similar issues do not occur in the future. Your satisfaction is our priority, and we would like to offer you [any compensation or gesture if applicable].

If you have any further questions or concerns, please do not hesitate to reach out to us at [Customer Service Phone Number] or [Customer Service Email].

Thank you once again for your understanding and for being a valued customer.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]