

Conflict Resolution Escalation Letter

[Your Name]
[Your Position]
[Your Company]
[Your Address]
[City, State, ZIP]
[Email Address]
[Phone Number]
[Date]

[Customer's Name]
[Customer's Address]
[City, State, ZIP]

Subject: Escalation of Your Complaint - [Brief Description of Complaint]

Dear [Customer's Name],

Thank you for bringing your concerns to our attention. We sincerely apologize for any inconvenience you have experienced with [specific issue]. Your feedback is invaluable to us.

After our initial discussion and subsequent review of your case, we understand that the resolution proposed did not meet your expectations. To ensure a satisfactory outcome, I have escalated your complaint to a higher level of management.

Our dedicated team will be reviewing your situation and will be in contact with you within [timeframe, e.g., 48 hours] to discuss this matter further. We appreciate your patience as we work to resolve this issue.

If you have any immediate concerns, please do not hesitate to reach out to me directly at [Your Phone Number] or [Your Email Address].

Thank you for your understanding and for allowing us the opportunity to address your concerns.

Sincerely,

[Your Name]
[Your Position]
[Your Company]