

Follow-Up on Your Recent Complaint

Dear [Customer's Name],

I hope this message finds you well. I am writing to follow up regarding your recent complaint submitted on [Date of Complaint]. We appreciate your feedback and want to ensure that your concerns are addressed.

As of today, we have not yet resolved the issue related to [Brief Description of Complaint]. We understand how important this is to you, and I want to reassure you that we are actively working towards a resolution.

If you have any further details that you would like to share about your experience or if there's anything else we can do to assist you, please do not hesitate to reach out. Your satisfaction is our priority, and we value your input.

Thank you for your patience and understanding. We look forward to resolving this matter as quickly as possible.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]