

# Customer Service Department

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our product/service. We truly value your feedback and appreciate the opportunity to address your concerns.

We understand how important it is for our customers to feel heard and supported, and we want to assure you that we are committed to resolving this matter promptly. Our team is currently reviewing your complaint and gathering all necessary information to ensure a fair resolution.

We aim to finalize our investigation by [insert date], and we will keep you updated on our progress. In the meantime, if you have any additional information or further questions, please do not hesitate to reach out directly at [contact number] or [contact email].

Thank you for your understanding and patience during this process. We value your business and are dedicated to providing you with the quality service you expect and deserve.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]