

# Follow-Up on Your Recent Feedback

Dear [Customer's Name],

Thank you for taking the time to provide us with your valuable feedback regarding your recent experience with our service. We sincerely apologize for any inconvenience you may have faced.

We understand how important this matter is to you and would like to assure you that we are actively investigating your concerns. Our team is committed to improving our services based on customer feedback like yours.

If you have any additional information you would like to share or if you have further questions, please feel free to reach out to us at [contact information]. We appreciate your patience and understanding.

Thank you for being a valued customer.

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]  
[Company Contact Information]