

Goodwill Gesture Letter

Date: [Insert Date]

[Your Name]

[Your Position]

[Your Company Name]

[Company Address]

[City, State, Zip]

[Email Address]

[Phone Number]

[Customer's Name]

[Customer's Address]

[City, State, Zip]

Dear [Customer's Name],

Thank you for bringing your concerns to our attention. We value your feedback and sincerely apologize for any inconvenience you experienced regarding [briefly mention the complaint].

As a gesture of our goodwill and commitment to providing excellent service, we would like to offer you [mention the goodwill gesture, e.g., a refund, discount, free service, etc.]. We hope this will help restore your faith in our company.

We continuously strive to enhance the experience of our customers, and your feedback is critical to us. Please feel free to reach out if you have any further questions or concerns.

Thank you for your understanding and support. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]