

Problem Resolution Response

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Address]

Dear [Recipient's Name],

Thank you for bringing your concerns regarding [brief description of the issue] to our attention. We appreciate your feedback and would like to assure you that we take these matters seriously.

After a thorough investigation, we have identified the following issues: [outline specific problems]. To resolve these matters, we have taken the following actions: [list actions taken].

We are committed to ensuring your satisfaction and improving our services. If you have any further questions or need additional assistance, please do not hesitate to reach out to us at [contact information].

Thank you for your understanding and support.

Sincerely,

[Your Name]

[Your Title]

[Your Company]

[Your Contact Information]