

# Service Complaint Investigation Outcome

Dear [Recipient's Name],

Thank you for your patience while we investigated your recent complaint regarding [brief description of the issue]. We take such matters seriously and have conducted a thorough review.

## Investigation Findings

After careful examination, we found that [details of the findings]. Based on our investigation, we have taken the following actions:

- [Action 1]
- [Action 2]
- [Action 3]

## Resolution

To resolve this issue, we are [details of resolution or compensation]. We sincerely apologize for any inconvenience this may have caused you.

## Future Steps

Your feedback is invaluable to us, and we are committed to improving our services based on your comments. If you have any further questions or concerns, please do not hesitate to reach out.

Thank you for bringing this matter to our attention.

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