

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience. We regret to hear about the issue you encountered and want to assure you that your concerns are very important to us.

Your grievance, dated [date of grievance], has been received and is currently under review. We are committed to addressing your concerns promptly and thoroughly.

Our team is working diligently to resolve the matter, and we aim to provide you with a solution by [expected resolution date]. In the meantime, if you have any additional information that could assist us, please do not hesitate to contact us.

Thank you for your patience and understanding. We value your business and are committed to ensuring your satisfaction.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]