

Letter of Clarification on Complaint Handling Process

Date: [Insert Date]

Recipient Name: [Insert Recipient Name]

Recipient Address: [Insert Recipient Address]

Dear [Recipient Name],

Thank you for your recent communication regarding our complaint handling process. We appreciate your concerns and wish to provide clarification on how we manage complaints to ensure thorough and fair resolutions.

Our complaint handling process consists of the following steps:

1. **Submission:** Complaints can be submitted via [methods such as email, phone, or online form].
2. **Initial Review:** Upon receiving your complaint, it will be reviewed by our team within [insert timeframe].
3. **Investigation:** We will conduct a comprehensive investigation, which may involve gathering additional information from you.
4. **Response:** Once the investigation is completed, we will provide you with a response detailing our findings and any actions taken.
5. **Follow-Up:** We may follow up with you to ensure your concerns have been addressed and to gather feedback on our process.

If you have further questions or require additional information, please do not hesitate to contact us at [insert contact information]. Your satisfaction is our priority, and we are committed to addressing your concerns in a timely and respectful manner.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]