

Acceptance of Customer Grievance

Date: [Insert Date]

To,

[Customer Name]

[Customer Address]

Dear [Customer Name],

We acknowledge the receipt of your grievance letter dated [Insert Date of Grievance]. We appreciate you bringing this matter to our attention.

Your grievance regarding [briefly describe the grievance] has been registered under the reference number [Insert Reference Number]. Our team is currently reviewing your case and will make it a priority to resolve the issue in a timely manner.

We aim to provide you with a resolution by [insert expected resolution date]. Should you have any further questions or wish to follow up on your complaint, please feel free to reach out to us at [Insert Contact Information].

Thank you for your patience.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Address]

[Contact Information]