

Guest Complaint Acknowledgment

Date: [Insert Date]

[Guest Name]

[Guest Address]

Dear [Guest Name],

Thank you for reaching out to us regarding your recent experience at [Hotel/Establishment Name]. We sincerely apologize for any inconvenience you may have faced during your stay.

We want to assure you that we take your feedback seriously and are committed to resolving the issue. Our management team has been notified and is currently investigating your complaint.

Your comfort and satisfaction are our top priorities, and we appreciate the opportunity to address your concerns. Please feel free to reach out to us at [contact information] if you have any further questions or require assistance.

Thank you for bringing this matter to our attention, and we hope to restore your faith in us during your next visit.

Sincerely,

[Your Name]

[Your Position]

[Hotel/Establishment Name]

[Contact Information]