

Follow-Up on Your Complaint

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience. We appreciate your feedback and are committed to resolving your concerns.

As a follow-up, we have looked into your complaint regarding [briefly describe the issue]. We understand how important this matter is to you and are currently working on [actions being taken to resolve the issue].

We aim to provide a resolution by [provide time frame]. In the meantime, if you have any further questions or need additional assistance, please do not hesitate to contact us at [contact information].

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Phone Number]

[Email Address]