[Company Name]

[Company Address]

[City, State, ZIP Code]

**Subject: Response to Your Complaint**

Dear [Customer’s Name],

Thank you for bringing your concerns to our attention regarding [*specific issue, e.g., “your recent experience with [Product/Service Name]”*]. We sincerely apologize for any inconvenience this may have caused and appreciate the opportunity to address the matter.

After reviewing your complaint, we understand that [*briefly summarize the issue, e.g., “the product you received did not meet your expectations” or “the service provided did not align with our usual standards”*].

To resolve this issue, we have taken the following steps:

1. *[Specific resolution, e.g., “Issued a replacement product, which will arrive by [Date]” or “Refunded the amount of $[Amount] to your account.”*]
2. [*Additional actions, if applicable, e.g., “Scheduled a follow-up service appointment at your convenience.”]*

We are also taking proactive measures to ensure similar issues do not arise in the future, including [*specific actions, e.g., “improving quality control processes” or “enhancing team training on customer service standards”*].

Your satisfaction is our top priority, and we want to ensure you have a positive experience with [COMPANY NAME]. If there’s anything else we can do to make this right, please do not hesitate to contact us at [Email Address/Phone Number].

Thank you for your patience and understanding as we resolved this matter. We truly value your business and look forward to serving you better in the future.

Yours sincerely,

……………………………………………………….

[NAME]

[TITLE]

[COMPANY NAME]