

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Recipient Name]
[Recipient Title]
[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient Name],

Subject: Response to Complaint - [Complaint Reference Number]

I am writing to address your recent complaint regarding [brief description of the issue]. We appreciate your feedback and take your concerns seriously.

After reviewing your case, we found that [summary of findings related to the complaint]. To resolve this matter, we propose [brief description of solution or compensation offered].

We sincerely apologize for any inconvenience this has caused. Your experience is important to us, and we are committed to ensuring your satisfaction. If you have any further questions or require additional assistance, please do not hesitate to reach out.

Thank you for your understanding and for bringing this matter to our attention.

Sincerely,

[Your Name]
[Your Job Title]
[Company Name]