

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our HVAC services. We sincerely apologize for any inconvenience you have faced.

Your feedback is important to us, and we take your concerns seriously. We are committed to addressing the issues you mentioned:

1. [Briefly restate the specific complaint issue]
2. [Mention any steps taken or rectifications planned]

To ensure your satisfaction, we would like to:

- [Outline any compensation, if applicable]
- [Provide information on how to resolve the issue or assistance being offered]

Please feel free to reach out to us at [phone number] or [email address] should you have any further questions or require immediate assistance.

Thank you for your understanding, and we hope to resolve this matter to your satisfaction.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Contact Information]