

[Your Name]
[Your Position]
IWC - [Your Department]
[Company Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[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 [specific issue]. We sincerely apologize for any inconvenience this may have caused you.

At IWC, our goal is to provide the highest quality service, and your feedback is invaluable in helping us achieve this. We understand how important [specific aspect related to the complaint] is to you, and we are committed to resolving this matter promptly.

To address your concerns, [briefly outline the steps you will take or have taken]. We want to ensure that you are satisfied and that your experience with us improves moving forward.

Please feel free to contact me directly at [your direct phone number] or [your email address] if you have any further questions or require additional assistance.

Thank you for your understanding, and we appreciate your patience.

Warm regards,

[Your Signature (if sending a hard copy)]

[Your Name]

[Your Position]

IWC