

[Your Company Letterhead]

[Company Name]

[Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

Subject: Response to Your Complaint

Thank you for reaching out to us regarding your recent experience with [specific issue]. We take all customer feedback seriously and appreciate your patience as we address your concerns.

Upon reviewing your complaint, we understand that [brief summary of the issue]. We sincerely apologize for any inconvenience this may have caused you.

To resolve this matter, we [explain any actions taken or remedies offered, such as refunds, replacements, etc.]. We are committed to ensuring that our customers receive the highest level of satisfaction, and we appreciate your understanding as we work to rectify the situation. Should you have any further questions or require additional assistance, please do not hesitate to contact us at [phone number or email].

Thank you for bringing this matter to our attention. We value your feedback and hope to serve you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]