

[Your Name]  
[Your Title]  
[Your Company Name]  
[Your Company Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]  
[Date]  
[Recipient's Name]  
[Recipient's Title]  
[Recipient's Company Name]  
[Recipient's Company Address]  
[City, State, Zip Code]

Dear [Recipient's Name],

Subject: Resolution of Your Complaint

I hope this message finds you well. I am writing to address the concerns you raised in your recent correspondence regarding [briefly describe the issue]. We sincerely apologize for any inconvenience this situation may have caused you.

After a thorough review of your complaint, we have taken the following actions to resolve the issue:

1. **\*\*Investigation\*\***: We conducted a detailed investigation to understand the circumstances surrounding your complaint.
2. **\*\*Resolution\*\***: As a result of our findings, we have [explain the steps taken to resolve the issue, e.g., provided a refund, replaced a product, improved service procedures].
3. **\*\*Future Prevention\*\***: To ensure such issues do not occur in the future, we have implemented [mention any changes in policies or procedures].

We appreciate your feedback, which helps us improve our services. As a token of our commitment to customer satisfaction, we would like to offer you [mention any compensation, if applicable].

Thank you for your understanding and patience throughout this process. Should you have any further questions or concerns, please do not hesitate to reach out to me directly at [your phone number] or [your email address].

Sincerely,

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