

[Your Name]
[Your Title/Position]
[Company Name]
[Company Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Recipient's Title/Position]
[Recipient's Company/Organization]
[Recipient's Address]
[City, State, Zip Code]

Dear [Recipient's Name],

Subject: Response to Security Guard Complaint

Thank you for bringing your concerns regarding [specific issue or incident] to our attention. We take all complaints seriously and are committed to addressing any issues that arise.

First, we would like to acknowledge the specifics of your complaint, which includes [briefly summarize the complaint]. Please be assured that we are taking your comments seriously and have initiated an investigation into the matter.

[Provide details on the steps being taken to address the complaint, any findings, and how the situation will be resolved or improved. Include any relevant policy references or training that may apply.]

We appreciate your patience and understanding as we work through this issue. Ensuring the safety and satisfaction of all individuals at our premises is our top priority.

If you have any further questions or wish to discuss this matter in more detail, please feel free to contact me directly at [your phone number] or [your email address].

Thank you for your understanding.

Sincerely,

[Your Name]
[Your Title/Position]
[Company Name]