

Professional Customer Service Response

Subject: Acknowledgement and Resolution of Your Complaint - Reference #[Case Number]

Dear [Customer Name],

Thank you for bringing your concerns to our attention regarding [specific issue]. We have received your complaint dated [date] and have assigned it reference number [case number] for tracking purposes.

I want to personally acknowledge the inconvenience you have experienced with [product/service]. Your feedback is invaluable in helping us improve our services and maintain the high standards our customers expect.

After reviewing your complaint, I am pleased to inform you that we have implemented the following resolution: [specific resolution details]. Additionally, we have taken steps to prevent similar issues from occurring in the future by [preventive measures].

As compensation for the inconvenience caused, we would like to offer you [compensation details]. This gesture reflects our commitment to customer satisfaction and our appreciation for your patience.

Please contact me directly at [contact information] if you have any questions about this resolution or if you need further assistance. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Title]

[Company Name]

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