

Government Department Acknowledgement

Subject: Official Response to Citizen Complaint - File #[Reference Number]

Dear [Citizen Name],

The [Department/Agency Name] acknowledges receipt of your formal complaint submitted on [date] regarding [subject matter]. Your complaint has been assigned file number [reference number] for official tracking purposes.

We have reviewed your concerns about [specific issue] and understand your frustration with [situation details]. As a government agency committed to serving the public interest, we take all citizen complaints seriously and conduct thorough investigations.

Our preliminary investigation has revealed [findings]. Based on these findings, we have initiated the following corrective actions: [specific actions taken]. These measures are designed to address your immediate concerns and prevent similar issues from affecting other citizens.

You will receive a detailed written report of our investigation within [timeframe]. If you are not satisfied with our resolution, you have the right to appeal this decision through [appeals process] within [timeframe] of receiving our final determination.

For questions regarding this matter, please contact our Citizen Services Division at [contact information], referencing file number [reference number].

Respectfully yours,

[Official Name]

[Title]

[Department/Agency Name]

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