

Formal Grievance Acknowledgement Letter

Subject: Acknowledgement of Your Grievance Submission

Dear [Employee/Customer Name],

This letter serves to formally acknowledge receipt of your grievance dated [insert date]. We understand the importance of the matter you have raised and assure you that it will be treated with the utmost seriousness and confidentiality.

Our team has already begun the process of reviewing your complaint in line with our established policies and procedures. We aim to provide you with a fair and transparent resolution within [timeframe, e.g., 14 working days].

Thank you for bringing this matter to our attention. Your feedback is vital in helping us improve and maintain a positive environment. Should you require any updates during the process, please do not hesitate to contact us.

Sincerely,

[Your Name]

[Your Position]

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