

Empathetic response showing understanding and care

Subject: Addressing Your Concern

Dear [Recipient Name],

We have received your grievance dated [Date] concerning [Issue]. We understand the impact this situation has caused and sincerely apologize for any inconvenience or distress experienced.

Our team has taken immediate action to rectify the situation and prevent recurrence. We value your feedback and remain committed to providing support.

Warm regards,

[Your Name]

[Position/Department]

[Organization]

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