

Formal Response to Customer Complaint Letter

Dear [Customer Name],

We have received your complaint regarding [issue]. We sincerely apologize for any inconvenience caused and appreciate your patience.

Our team has investigated the matter and we have taken the following steps to resolve it: [list of corrective actions]. We are committed to ensuring that such issues do not occur in the future.

Thank you for bringing this to our attention. We value your feedback and continued trust in our services.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

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