

Follow-up Inquiry Letter After Service Complaint

A **follow-up inquiry letter after a service complaint** demonstrates your company's dedication to resolving customer concerns. It requests further information, acknowledges the original complaint, and reassures the customer of your attention and commitment to finding a solution. Below is a professional sample format you can adapt for your needs.

Sample Format

[Your Company Letterhead]
[Date]
[Customer Name]
[Customer Address]
[City, State ZIP Code]
Dear [Customer Name],
Subject: Follow-up on Your Recent Service Complaint (Reference No: [Complaint Number])
Thank you for bringing your concerns to our attention regarding your recent experience with our service on [date of incident]. We sincerely apologize for any inconvenience or dissatisfaction you experienced. We are currently investigating the matter to understand the cause and identify the appropriate corrective actions. To help us resolve your issue more efficiently, could you please provide the following information:
- A detailed description of the problem encountered
- Relevant dates, times, and locations (if applicable)
- Any supporting documents, photos, or correspondence
Your feedback is extremely valuable in helping us improve our services. Please be assured that we are committed to addressing your concerns promptly and efficiently. If you have any further questions or would like to discuss this matter directly, feel free to contact me at [phone number] or [email address]. We appreciate your patience and look forward to resolving this issue together.
Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]