

This document presents a **letter of acknowledgement with business complaint resolution sample**, designed to formally recognize receipt of a customer's complaint and communicate the steps taken to address the issue. It emphasizes the company's commitment to customer satisfaction by detailing the resolution process, expressing empathy, and outlining any corrective actions implemented. Such a letter helps rebuild trust, provides clarity on the complaint handling timeline, and demonstrates professionalism in managing customer concerns effectively.

Sample Letter of Acknowledgement with Business Complaint Resolution

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Subject: Acknowledgement and Resolution of Your Complaint

Thank you for contacting us regarding your recent experience with [product/service] on [date of incident]. We sincerely appreciate you bringing this matter to our attention.

Please accept our apologies for any inconvenience or frustration you have experienced. At [Company Name], we are committed to ensuring complete customer satisfaction and take your concerns seriously.

Upon receiving your complaint, our team launched a thorough investigation to identify the cause of the issue. We have determined that [brief summary of findings or the root cause]. As a result, we have taken the following corrective actions to resolve your concern:

- [Corrective action 1, e.g., issued a refund, replaced the product, provided a service credit]
- [Corrective action 2, e.g., conducted additional staff training, updated procedures]

We have also implemented additional quality assurance measures to prevent similar issues from occurring in the future. Your feedback is invaluable in helping us improve our services.

Should you have any further questions or require additional assistance, please do not hesitate to contact me directly at [phone number] or [email address].

Thank you again for bringing this matter to our attention and for giving us the opportunity to make things right.

Sincerely,

[Your Name]

[Your Title]

[Company Name]