

Business Letter with Reference: Complaint Resolution Sample

Date: [Insert Date]

[Your Company Letterhead]
[Company Name]
[Company Address]
[City, State, Zip Code]
[Phone Number]
[Email Address]

Reference: [Order Number/Complaint ID/Reference Number]

To:

[Customer Name]
[Customer Address]
[City, State, Zip Code]

Dear [Customer Name],

We are writing in response to your complaint dated [Date of Complaint], regarding [briefly state the nature of the complaint, e.g., defective product, delayed service, invoice discrepancy, etc.]. We sincerely apologize for any inconvenience this may have caused you.

Upon reviewing your case under the above reference ([Order/Complaint/Transaction Reference]), we acknowledge the issue and your concerns. We appreciate you bringing this matter to our attention, allowing us to improve our service.

[Briefly describe findings and any investigations conducted. Example: After thoroughly reviewing the matter and speaking with the relevant department, we have confirmed that there was an error in shipping your order.]

As a resolution, we propose the following actions:

- [e.g., Replacement of the item at no extra cost]
- [e.g., Refund to your original payment method]
- [Any additional measure taken]

Please let us know if the proposed solution is satisfactory, or if there is anything else we can assist you with. We are committed to resolving your concern promptly and ensuring your continued satisfaction.

Once again, we apologize for the inconvenience and thank you for your understanding and patience.

Sincerely,

[Your Name]
[Your Position]
[Company Name]