

[Your Company Name]
[Street Address]
[City, State ZIP Code]
[Email Address] | [Phone Number]

[Date]

[Recipient Name]
[Recipient Title/Position]
[Customer/Company Name]
[Street Address]
[City, State ZIP Code]

Dear [Recipient Name],

Subject: Resolution of Complaint – [Brief Description or Reference Number]

Thank you for bringing your concerns regarding [briefly describe product/service/issue] to our attention. We value your feedback and take all customer concerns seriously, as it helps us enhance our service and maintain the highest standards of quality.

Upon reviewing your complaint dated [complaint date], we acknowledge the inconvenience caused and sincerely apologize for any disruption this may have caused. Please be assured that we are committed to resolving your issue efficiently and satisfactorily.

Our proposed resolution is as follows:

[Clearly state the solution or remedy being offered, including any refunds, replacements, discounts, or corrective actions, along with the timeline.]

We appreciate your patience and understanding as we work to resolve this matter. If you have any additional questions or require further assistance, please do not hesitate to contact us at [contact details].

We value your business and hope to continue serving you. Thank you for allowing us the opportunity to address your concern.

Sincerely,

[Your Name]
[Your Title/Position]
[Your Company Name]

This letter template is for professional complaint resolution correspondence. Tailor the content as needed prior to use.