

## Sample Inquiry Letter for Customer Feedback

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

Dear [Customer Name],

At [Your Company Name], we are committed to delivering the highest quality of products and services to our valued customers. Your satisfaction is our top priority, and we continuously strive to enhance your experience with us.

We would greatly appreciate it if you could take a few moments to provide us with feedback regarding your recent experience with our [product/service]. Your opinion is important to us and will help us serve you better.

Please share your thoughts on the following:

- Overall satisfaction with our product/service
- Any specific aspects that you liked or disliked
- Suggestions for improvement
- Any concerns or issues you encountered

Your input is invaluable, and we assure you that all feedback will be carefully reviewed and acted upon where appropriate.

Thank you in advance for helping us improve.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]

## Sample Response Format to Customer Feedback

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

Dear [Customer Name],

Thank you for taking the time to share your feedback with us regarding your experience with our [product/service]. We truly appreciate your input.

### Acknowledgement:

We are glad to learn that you [mention any positive points the customer made].

### Addressing Concerns/Suggestions:

We have noted your concern about [summarize the issue/suggestion], and we sincerely apologize for any inconvenience this may have caused. Please be assured that we are currently [describe any steps being taken or actions planned to address the issue or implement suggestions].

### Appreciation and Next Steps:

Thank you once again for helping us improve our services. Should you have any further comments or require assistance, please do not hesitate to contact us.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]