

[Date]

[Customer Name]

[Customer Address Line 1]

[Customer Address Line 2]

Subject: Response to Your Recent Concern

Dear [Customer Name]

Thank you for reaching out to us and sharing your feedback.

We are sorry to hear about your recent experience regarding [briefly mention issue]

Please know that your concerns are very important to us, and we take this matter seriously.

We are currently reviewing the issue and will do our best to resolve it promptly. Our team will reach out to you if further information is required.

We sincerely apologize for any inconvenience this may have caused and appreciate your patience and understanding.

If you have further questions or additional information to provide, please contact us at
[contact info]

Sincerely,

[Your Name]

[Your Position]

[Company Name]