

Date: _____
Ref: _____

To,
[Complainant's Name]
[Complainant's Address]

Subject: Response to Your Complaint [Complaint Reference Number]

Dear [Complainant's Name],

Thank you for contacting us regarding your concern dated [Date of Complaint]. We value your feedback and appreciate your effort in bringing this matter to our attention.

After careful review and investigation of your complaint regarding [brief description of complaint], we have found the following:

- [Finding/Observation 1]
- [Finding/Observation 2]
- [Finding/Observation 3]

Based on our findings, we have taken/will take the following actions:

- [Action/Resolution 1]
- [Action/Resolution 2]

We regret any inconvenience caused and are committed to ensuring your satisfaction. Should you require further clarification or wish to discuss this matter further, please feel free to contact us at [Contact Details].

Thank you for your patience and understanding.

Sincerely,
[Your Name]
[Your Position]
[Company/Organization Name]