

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]