

# CUSTOMER COMPLAINT ACKNOWLEDGMENT LETTER

[DATE]

Dear [RECIPIENT NAME],

The purpose of this letter is to confirm and acknowledge that our office has duly received your complaint letter about [DETAIL] on [DATE 1].

We truly apologize for the dissatisfaction you may have endured, and we are currently investigating the concerns you have raised. Thereupon, we shall promptly update you once the investigation has been resolved and the improvements the company shall have made regarding the issue.

Thank you so much for bringing the issue in our attention and your patience for its resolution.

Regards,

[YOUR SIGNATURE]

[YOUR NAME]