

# Formal Complaint Acknowledgement Letter

[Your Company Name] [Company Address] [City, State, ZIP Code] [Email Address] [Phone Number] [Date]

[Customer's Name] [Customer's Address] [City, State, ZIP Code]

## **Subject: Acknowledgment of Your Formal Complaint**

Dear [Customer's Name],

We acknowledge the receipt of your formal complaint dated [Date] concerning [Nature of the Complaint]. Your concerns are important to us, and we want to assure you that we are taking immediate steps to thoroughly investigate the matter.

### **Details of Your Complaint:**

- Complaint Date: [Date]
- Nature of Complaint: [Brief description]
- Any Reference Number: [If applicable]

Our team is committed to resolving this issue promptly and effectively. We understand the impact this may have, and we sincerely apologize for any inconvenience caused.

We will keep you updated on the progress of our investigation and aim to provide a resolution by [expected resolution date]. If you have any additional information or concerns, please feel free to contact our dedicated customer service department at [Customer Service Contact Information].

Thank you for bringing this matter to our attention. We value your business and appreciate your patience as we work towards a satisfactory resolution.

**Sincerely,**

[Your Name] [Your Title] [Your Company Name]

[Your Signature]

[Date]