

Customer Complaint Acknowledgment Email Sample

Hi [Customer name],

I'm very sorry you had this experience. It's always important for us to [mention the requirement the customer referred to]. We acknowledge that we failed you this time by [re-state the customer complaint].

This was likely caused by [add brief explanation], but, regardless, we should have handled this better.

I've passed this on to my team – we'll make sure we use this experience to grow and learn as a team. Thank you for your patience. If you need anything else, let me know if I can help.

I apologize again for any inconvenience.

[Your name]

Customer Complaint Acknowledgment Letter Sample

[Insert Organisation Name/Logo]

Sample Letter Acknowledging Complaint

[insert applicant name]

[insert address]

[insert date]

Dear [insert name of person who made complaint]

I am writing to let you know that we have received your complaint about [insert outline of complaint].

We are currently investigating the circumstances surrounding the problem and you will hear from us again no later than [insert date]

Thank you for letting us know of your concern, and for your patience while we explore this matter.

If you have any questions concerning this letter, or would like to discuss the complaint further, please contact

[insert staff name], [insert position], [insert contact number].

Yours sincerely

[insert staff name]

[insert position]

[insert address]

