**Complaint Letter Responses:**

Accepting

(insert customer address)

(insert date)

Dear (insert customer name),

I was most concerned when I had received your letter regarding (insert incident) dated on the (insert date). Thank you for going out of your way to communicate about the problem that you had so that we could be aware of the situation.

I apologise for any inconvenience/the way you were treated/the bad experience and as you know (insert company name) does not tolerate any dissatisfaction of our customers. We pride ourselves in responding to any customer concerns and dealing with them to ensure the same incident does not occur.

After speaking with my superior about the matter, we have decided to accept fault of what happened and to compensate you (give details of suggested solution). I regret any frustration that you were caused and personally extend my apologies.

It is our goal to retain you as a loyal customer and I hope that in the future you will be able to use our services at (insert company name) without any problems.

Yours sincerely,

(signature needed for printed letter)

(insert full name)

(insert title and company name)

(insert company address)