# Complaint Response Letter

*This document serves as a formal response to a customer complaint, providing acknowledgment of the issue, an explanation, and details of any resolution or compensation offered. It reflects empathy and professionalism to maintain customer trust and satisfaction.*

**Date:** {date}

**To:**  
{customerName}  
{customerAddressLine1}  
{customerAddressLine2}

**Subject:** Response to Your Complaint Regarding {subjectIssue}

Dear {customerName},

Thank you for reaching out to share your experience regarding {subjectIssue}. We sincerely regret any inconvenience this may have caused and appreciate the opportunity to address your concerns.

After reviewing your complaint, we acknowledge the issue you raised. Our team has thoroughly investigated the matter and would like to provide the following explanation:

**Explanation:** {explanationDetails}

We understand the frustration caused by this situation, and we are committed to ensuring customer satisfaction. As a result, we have taken the following action(s):

{#resolutions}

* {resolutionText}

{/resolutions}

{#hasCompensation}

Additionally, as a gesture of goodwill, we are offering the following compensation:

**{compensationDetails}**

.

{/hasCompensation}

{^hasCompensation}

At this time, based on our findings, we will not be providing compensation. However, we assure you that your feedback has been taken seriously and will be used to make improvements.

{/hasCompensation}

If you have any further questions or need additional assistance, please don’t hesitate to contact us at *{contactInfo}*.

Once again, we apologize for the inconvenience and thank you for bringing this to our attention. We value your business and hope to serve you better in the future.

Sincerely,

**{agentName}**  
Customer Service Department  
{companyName}