

Response to a letter of Complaint Structure Model

Private customer

Note: If the letter is sent internationally, add country names or initials

[Company Letterhead]

[Today's Date]

[Name of Recipient]

[Street Address]

[City

County

Postcode

UK]

Name of Recipient]

[Street Address]

City, State Zip Code

USA]

Dear [Name of Recipient]:

[Subject line – tell why you are writing]

[Short introductory paragraph – Thank them for taking the time to write the (detailed) letter to bring the complaint to your notice. If applicable, thank them for their continued use of your products/service.]

[Thank them for providing details about the product or service that is the subject of the complaint and any additional information or documents they may have included. Acknowledge the specific problem(s) highlighted in the complaint. If they make several points, respond to each one in turn.]

[Apologise sincerely for any mistakes you or your organization may have made.]

[Explain what you have done (or will do) to address the problem (this may include reimbursement, replacement, repair, etc.). Include any precautions you will take to prevent similar problems arising.]

[If applicable – offer compensation, such as a discount on their next order.]

[Indicate they can contact you about the issue and provide a contact number for you directly.]

Sincerely.

Signature

[Typed Name]

[Typed Title]

[Enc. – if necessary]