[Company Name]

[Company Address]

[City, State, ZIP Code]

**Subject: Acknowledgment of Your Complaint**

Dear [Customer’s Name],

Thank you for reaching out to us regarding [*briefly describe the issue, e.g., “the service you received on [date]” or “the issue with [product name]”*]. We appreciate the time you took to bring this to our attention, as your feedback is invaluable in helping us improve our services and products.

We take your concerns seriously and are committed to addressing them promptly. [*Your complaint has been logged under the reference number: [Reference Number], for tracking purposes.*]

**What Happens Next**:

Our team is currently reviewing the details of your complaint. You can expect:

1. [*A response or resolution within [timeframe, e.g., 3 business days].*]
2. [*An investigation into the matter, if required, with regular updates on our progress.*]

In the meantime, if you have any additional information or questions about this process, please feel free to contact us at [Email Address/Phone Number].

We apologize for any inconvenience this issue may have caused and are committed to ensuring your satisfaction. Thank you for giving us the opportunity to make things right.

Yours sincerely,

……………………………………………………….

[NAME]

[TITLE]

[COMPANY NAME]