

Professional Customer Service Response

Subject: Acknowledgement of Your Complaint - Reference #CS-2024-1234

Dear Mr./Ms. [Customer Name],

Thank you for bringing your concerns to our attention regarding [specific issue]. We have received your complaint dated [date] and want to assure you that we take all customer feedback seriously.

Your complaint has been assigned reference number CS-2024-1234 for tracking purposes. Our customer service team is currently reviewing the details you provided and will conduct a thorough investigation into the matter.

We understand your frustration with [specific issue] and apologize for any inconvenience this has caused. Our goal is to resolve this matter promptly and to your satisfaction.

You can expect to hear from us within [timeframe] with an update on our investigation and proposed resolution. In the meantime, if you have any additional information or questions, please contact us at [contact information] and reference your complaint number.

We value your business and appreciate your patience as we work to address your concerns.

Sincerely,

[Name]

Customer Service Manager

[Company Name]

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