TO

**[Receiver Name]**

[Receiver Title]

**ADDRESS:** [Receiver Address]

**EMAIL:** [Email Address]

**PHONE:** [Home Phone]

FROM

**[Sender Name]**

[Sender Title]

Sub: Customer Complaint Response Email

**[Customer]**,

I am so sorry to hear that **[provide a summary of their bad experience]**. That should never have happened, and I completely understand how frustrating this must be for you. I will relay this message to the appropriate department.

We are prioritizing resolving **[the issue they faced with your product, company, or service]**. Our team is jumping on that problem right away, and I will let you know as soon as it's fixed.

I appreciate you letting me know about your negative experience. We strive to ensure every customer is satisfied with our business, and I apologize for any way we may have inconvenienced you.

Let me know if you have any more questions, comments, or concerns.

Best,

**[Your name]**