

Acknowledgment of a Complaint

Mistakes will be made, even by good companies. Ignoring, covering-up or denying errors will go a long way to ruin good customer relations. Learn to acknowledge complaints with a straightforward letter that assures your customer you are seeking to correct the problem or, at least, are aware of the error and concerned about its effect. and are committed to doing whatever follow-up is appropriate.

HMS, Inc.

1111 East Street - Hometown, USA

(111) 555-1111

[Date]

[AddresseeXX
XXXXXXXXXXXX
Theirtown, USA]

Dear:

I received your letter dated _____, 20___. Your letter describes an error that was made by my company, and I am currently investigating the cause.

Please know that I will do my best to resolve the situation to our mutual satisfaction, and to prevent such a situation from happening again. I appreciate the fact that you took the time to bring this to my attention—after all, that is truly the only way mistakes can be corrected.

I apologize for any inconvenience this has caused, and will contact you as soon as the situation has been resolved.

Most sincerely,

H.M. Smith
President, H.M.S., Inc.