

customer complaint letter reply

date.

customer name & address.

Dear

Re :.

Firstly we apologise unreservedly for this problem and the inconvenience caused.

We are looking into the quality issue of [add details of the reported issue] and can assure that we will identify how and where the problem occurred. We have very strict QA & QC procedures in place at our [office/factories] which is something that we are very proud of, but we will need to look at our procedures more closely so that this type of QC problem cannot happen again.

[add more details of what has been done and what will be done]

As mentioned above we do take your complaint very seriously and will ensure that you receive a full detailed answer on the outcome of our findings.

Yours faithfully

[Director – Manufacturing & Supply Chain]

