

## stage 2 complaint letter of finalisation

[The end result of any issue should always be confirmation that a full and final update has been made and the matter is a very satisfied previous customer.]

date.

customer name & address.

Dear

Re :. In relation to your customer complaint dated:

And our initial response letter dated

Having looked into the [quality] issue of [add details of the reported issue]

We have now identified where the problem occurred. [add more details of what has been done to rectify the situation.]

We cannot thank you enough for bringing this matter to our attention

As we said previously said, like all quality [manufacturing operations] we have very strict QA & QC procedures in place at our [offices/ factories]. Irrespective [development of these factories and] new products will always bring new challenges to procedure and we will always welcome the opportunity to improve and minimize any possibility of a problem in [production].

Should you be unsatisfied at all with any of the information or the conclusion to alleviate your problem at our cost please do let us know?

Yours faithfully

Director – [Manufacturing & Supply Chain]

