

## Sample Letter on How to Reply to a Complaint Letter

### **Sample 1**

Dear

Thank you for your email.

Firstly we would like to apologize for the inconvenience and disappointment that you experienced in dealing with our \_\_\_\_\_recently. We assure you that your complaint and feedback will give the opportunity to remedy any problem that may exist and help to improve our service further. We also note your feedback on availability of information regarding our products and services as well as the service levels.

In order for us to escalate your feedback and complaint to the branch concerned, we would appreciate if you could provide us your \_\_\_\_\_.

Once again, please accept our sincere apologies and we look forward to serve you.

Should you require any further assistance, you are welcome to contact our \_\_\_\_\_.

Best regards,

### **Sample 2**

Dear Ms

We refer to your complaint letter dated \_\_\_\_\_and follow up by calling your handphone on the same day I received the email from \_\_\_\_\_ and answered by your staff.

The Bank has investigated to your complaint and would like to inform you that there is a miscommunication between you and our staff.

We would like to extend our apologies for the inconvenience caused and assure you that we have taken the necessary steps to remedy the situations.

Should you need any further clarification, please do not hesitate to contact us.

Thank you

Yours sincerely

Compiled by: Sue Boey  
iTrainingExpert.com