Eric Dane

Manager at ABC Boutique

**Dated:** 28th February 20XX

**Subject:** Response to a complaint by [X]

Dear Eric,

I hope this letter finds you in the best of health and happiness. I am writing to respond to your customer complaint that we received yesterday. Our team viewed your complaint and evaluated the whole situation by personally talking to every staff member at the store.

Firstly, you used derogatory remarks for our staff members, which is highly unacceptable and does not suit you as well. Upon inquiry, we found out about the use of foul language at our store from your side. We treat our staff respectively and do not allow any customer to misbehave with them unless our staff is at fault then we deal with it in-house.

You arrived at the store without a prior appointment and created chaos to provide you services first while there were other customers waiting. Our manager tried to ease the situation by asking you to wait for a while, but you did not listen to anyone. I think you were in hurry, but the time of every customer is precious, and we try to provide vest services that require time.

We do apologize for not providing your desired services but hope to serve you soon after you manage an appointment at our front desk before arriving at the store. I hope you will not keep any grudges for our company and continue being our valued customer.

Regards,

[Your Name]  
Manager at ABC Company