Dear Mr. Mathew,

I am writing this letter as a response to your complaint of unfair labor practice at our organization ABC Limited which was lodged on 3rd November 20XX.

I, as CEO of ABC Limited, am highly embarrassed by the issue my union members and all the employees had to face. As you know, Mr. Wilson is new, and although he is highly experienced and professional, he has come from a country, where labor unions and labor laws do not hold great importance. Although this is not a justification of his behavior but is certainly the reason why he was unaware of the ways to handle and respond to the labor union, and resultantly, the complaint of not informing about the XYZ labor-intensive project to the union members became such a huge issue.

Since our union, in consensus with all the laborers, complained, the management has held numerous meetings. We highly apologize to all our hardworking workers, and we ensure that all the provisions of the National Labor Relations Act (NLRA) will strictly be followed from now on. A written apology from Mr. Wilson is also attached with this letter. However, we expect all the employees to respect him, as we do not want to lose our valuable employees as well.

We request the union to end this matter and to avoid approaching National Labor Relations Board (NLRB).

Thank you.

Regards,

Martha Steven.