To: name@email.com

From: name@email.com

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date of writing the letter)

Subject: Respond positively to a negative feedback

Respected Sir,

I am writing to express gratitude towards you for taking the time to notify us about your regrettable experience with \_\_\_\_\_\_. I am sorry to hear about your losses and I lament that you were not persuaded with the performance of our company. I have arranged a meeting with the higher official from the head office to deliberate upon your problem.

We are especially concerned about the hold up in the response time and will be investigating the minutia of the defect in the coming weeks. We have a firm pledge to the citizens of ABC to make our company more efficient at the job it does. I thank you again for your cooperative suggestions on the various ways to improve our record.

Thanking you,  
Yours sincerely,

\_\_\_\_\_\_\_\_\_\_\_\_  
(Name and signature)