

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Acknowledgment of Complaint Investigation - [Branch Name]

Dear [Customer Name],

Thank you for contacting us regarding your recent experience at our [Branch Name] branch on [Date of Incident]. We have received your formal complaint and sincerely appreciate you bringing this matter to our attention.

Please be advised that we have initiated a formal investigation into the concerns you raised regarding [brief mention of issue, e.g., staff conduct/service delay/facility conditions]. We take all customer feedback seriously as it helps us improve our service standards.

Our management team is currently reviewing the details of your report and interviewing the staff involved. We aim to complete our investigation and provide you with a detailed response or resolution by [Date/Number of Days].

If we require any further information from you during this process, we will contact you directly. In the meantime, if you have additional questions, please feel free to contact us at [Phone Number] or [Email Address].

Thank you for your patience and for giving us the opportunity to address this situation.

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]