

[Your Name/Title]
[Branch Name]
[Company Name]
[Date]

[Customer Name]
[Customer Address]
[City, State, Zip Code]

Subject: Follow-up regarding your experience at our [Branch Name] branch

Dear [Customer Name],

I am writing to formally follow up on the concerns you recently shared regarding your experience at our branch. We sincerely appreciate you bringing these matters to our attention, as your feedback is essential to our growth.

Following our investigation, we have taken immediate steps to address the issues you encountered. We have implemented new internal protocols and conducted additional training sessions with our staff to ensure our service standards align with the high quality you expect and deserve.

We are committed to providing you with a seamless and professional experience during your future visits. We value your loyalty and would appreciate the opportunity to demonstrate these improvements to you firsthand.

If you have any further questions or if there is anything else I can personally assist you with, please do not hesitate to contact me directly at [Phone Number] or [Email Address].

Thank you for your patience and for being a valued customer.

Sincerely,

[Signature]
[Your Printed Name]
[Your Title]