

[Date]

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

Subject: Resolution of Escalated Grievance - Case Reference: [Case Number]

Dear [Customer Name],

I am writing to you regarding the formal grievance you escalated to the Branch Management team on [Date] concerning [briefly state the issue, e.g., account fees/service delay].

I have thoroughly reviewed the details of your case, including the initial interactions with our staff and the documentation provided. We understand your frustration regarding [specific point of frustration], and I would like to sincerely apologize for the inconvenience this has caused you.

Following our investigation, we have taken the following steps to resolve the matter:

- [Action Step 1: e.g., Reversal of disputed charges]
- [Action Step 2: e.g., Update to account status]
- [Action Step 3: e.g., Internal process correction]

We consider this matter now resolved. As a gesture of goodwill, we have also [optional: e.g., applied a credit/offered a waiver] to your account.

Your satisfaction is important to us, and we are committed to improving our service based on your feedback. If you have any further questions regarding this resolution, please contact me directly at [Phone Number] or [Email Address].

Thank you for your patience and for choosing [Company/Bank Name].

Sincerely,

[Your Name]  
[Your Title]  
[Branch Name]