

[Company Name]
[Department Name]
[Company Address]
[City, State, Zip Code]

[Date]

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

Subject: Update Regarding Your Dispute - Case #[Reference Number]

Dear [Customer Name],

We are writing to provide you with an update regarding the formal complaint/dispute you submitted on [Date of Complaint] concerning [Brief Description of Issue].

Our team has completed a thorough review of the details provided. Based on our investigation, we have reached the following resolution:

[Insert Resolution Details: e.g., Refund issued, account correction, replacement sent, or explanation of why the original action stands].

Actions Taken:

- [Action 1]
- [Action 2]

We expect these adjustments to reflect in your account within [Number] business days. We apologize for any inconvenience this situation may have caused and appreciate your patience throughout this process.

If you have further questions or additional information you would like us to consider, please contact our resolution team directly at [Phone Number] or [Email Address].

Thank you for your continued business.

Sincerely,

[Staff Name/Signature]
[Job Title]
[Company Name]