

Letter About Customer Misunderstanding (Complaint Resolution)

This package contains:

1. Instructions & Checklist for Writing a Letter About Customer Misunderstanding (Complaint Resolution)
2. Letter About Customer Misunderstanding (Complaint Resolution)

Instructions & Checklist for a Letter About Customer Misunderstanding (Complaint Resolution)

- This package contains: (1) Instructions & Checklist for a Letter About Customer Misunderstanding (Complaint Resolution); and (2) Letter About Customer Misunderstanding (Complaint Resolution).
- This form is designed to assist you in drafting a letter to a customer explaining that, after an investigation, the company has determined that their complaint was due to a misunderstanding.
- Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.
- Be sure to sign the letter and to make a copy before sending it out.
- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.
- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.
- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at findlegalforms.com.

[Your Name]
[Street Address]
[City, State ZIP Code]
[phone number - optional]
[email address - optional]

September 7, 2009

[Name of Recipient]
[Title]
[Company Name]
[Street Address]
[City, State ZIP Code]

Dear [Name of Recipient]:

Thank you for writing to us about your concern over [Here write what the customer's complaint was, i.e., *your son missing the first hour of his driver education class*]. First of all, let me reassure you that [explain why this is not a big problem, i.e., *your son will be able to make up the hour he missed on any day we teach that lesson again*].

We regret that our reference to "free pickup" in our advertising was not clear to you; it refers to the second half of the program, which involves one-on-one instruction and the students are picked up at their home for the lessons. We cannot pick up students for the first part of the program, the Driver Ed classroom sessions, so their parents bring them. We usually explain this thoroughly at the time a student enrolls, but apparently we did not make it clear to you.

We are sorry for the misunderstanding, and we hope this explanation clears things up and that your son will progress smoothly toward obtaining his completion certificate for the driver training course.

Cordially,

[Your Name]

Enclosures