

Follow-Up Email Sample for Customer Complaints

Subject: We're Following Up on Your Recent Experience

Dear [Customer Name],

We hope this message finds you well. We wanted to follow up regarding your recent experience with [Product/Service] and your feedback shared with us.

We sincerely apologize for any inconvenience you may have encountered. Your satisfaction is important to us, and we are committed to resolving this matter for you.

If you have any further questions or concerns, please don't hesitate to reply to this email. We're here to assist you and ensure your complete satisfaction.

Thank you for bringing this issue to our attention and giving us the opportunity to make things right.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]