

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

		Return address:
		Company
	Date	Address Line 1
		Address Line 2
		City, State Zip Code
Name		
Company		
Address Line		
City, State Zip Code		

Re: Directive – Delegate Follow-Up on a Complaint from a Customer

Dear :

At {name of company} we believe excellent customer service is the key to a successful business. Happy customers are returning customers and we believe in having the happiest customers. However, an unhappy customer contacted me. The customer was upset that we did not offer a dress in her size. She felt that this was not fair and the company was leaving out a very important part of the population. I told her that we would see what we could do to fix that problem. I informed her that a representative would be contacting her shortly about this matter. I am asking that you contact this customer regarding this matter. Please help her in any way possible. Make her happy!

Thank you for accepting this task; I am sure that you will do a great job.

Sincerely,

N A M E