Date:

To

[The Recipient Name]  
[Designation/Address]

Dear Ms. Samantha,

I am writing this letter in response to your food poisoning complaint on 4th august 20XX.

We apologize that you suffered from food poisoning after you ate at our ABC café on 3rd August 20XX. However, after your complaint, we immediately sent the leftover food to the testing lab to find out, if there was something wrong with it. As per the lab report (attached), the food was fine, and no bacteria was found. To dig deeper, we consulted a doctor (the notes and report are attached) and found that the stomach bacteria show its effect after few days, which indicates that maybe the food poisoning, that you had to bear, was due to some other food, that you ate few days before you came to our restaurant.

We are sorry that you got sick, but we hope that you will understand that it was not our fault. We tried to provide the evidence and explanations, but if you are still not satisfied, let us know how we can help further. We will be happy to do that.

We request you to, kindly, remove your negative reviews about our café from our official Facebook page. We would highly appreciate it if you could comment about our customer service and your complaint handling. We would be highly grateful.

We would also like to invite you for a hi-tea buffet at our cafe so that we can get another chance to serve you better, and you can enjoy our food. Let us know of your availability.

Awaiting your response. Thank you.

Regards,

Johnathan Smith.