Date:

To

[The Recipient Name]  
[Address]

Dear Mr. Smith,

I am writing this response letter about your complaint on 5th January 20XX regarding the technical fault in the software that our company has developed for you.

We are extremely sorry that you had to face this problem and the software stopped working after few days. We are unsure of the reason yet as we had tested it for two weeks before delivering it to you. However, to resolve your problem we are sending our team of experts to your office tomorrow, i.e., 7th January 20XX, at 10:00 a.m. They will fix the problem as well as they will make sure that no issue would arise again. There are no charges for that. In addition, due to the extra feature of a backup system installed in the software we assure you that none of your data would be lost.

We hope you will understand that, sometimes, even a small bug may cause a big technical fault. However, we are certain, that there are no issues with respect to the development of the software.

Let us know if we can be of any other help as well. Your complaint would be resolved tomorrow for sure. We are sorry again.

Thank you for your understanding.

Regards,

Silvia Steven.