

# Complaint Response Templates

Banking, Finance & Fintech

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

## Background

Writes complaint response templates for a financial-services business — per scenario, a channel-appropriate message and a resolution approach — with escalation (grievance officer, ombudsman) and an acknowledge-investigate-resolve tone. Use this to handle complaints professionally within your grievance timelines. For the underlying policy use the Grievance Redressal Policy.

## Purpose of this tool & output

Handle complaints professionally

## How the output is used

Use the templates to handle complaints professionally within regulatory timelines.

## Important cautions

AI-generated templates; align to your grievance and regulator timelines.

## Companion documents

- Customer Service SOP
- Grievance Redressal Policy
- Customer Feedback & NPS Survey
- Customer Retention Playbook
- Online Review Response Writer
- Customer Service Charter

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.