

Customer Complaint Response Templates

Retail & E-Commerce

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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

Get empathetic, resolution-focused complaint response templates across channels — with a resolution offer for each scenario, an escalation ladder and a tone guide. Fill in your details below.

Purpose of this tool & output

Handle complaints professionally and keep the customer

How the output is used

Use the templates to handle complaints professionally and keep the customer.

Important cautions

AI-generated templates; personalise before sending.

Companion documents

- Loyalty Program Designer
- NPS & Feedback Survey Builder
- Returns & Refund Policy Writer
- Customer CRM Message Templates
- Customer Winback Campaign
- Review & Rating Response Writer

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.