[DATE]

Contact Name

Address

Address2

City,

State/Province

Zip/Postal Code

**RE: COMPLIMENTARY LETTER ON YOUR HANDLING OF DIFFICULTY**

Dear [CONTACT NAME],

Several of your colleagues in the [SPECIFY] department have notified me of the incident that occurred on [DATE]. They have all agreed that you treated the matter with a great deal of professionalism and [SPECIFY]. They also all agreed that you remained a gentleman throughout the entire time, in attempting to solve the problem.

I compliment you on your restraint and in managing the situation in such an exemplary manner. I have placed a call to [COMPANY] and fully anticipate your receiving an apology from them.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]