***LETTER TEMPLATE- Time Extension***

Dear [NAME],

I hope this letter finds you well. I am writing in regard to your concerns about your [DATE] visit with [DOCTOR]. Specifically, you expressed your dissatisfaction with treatment of your sinus infection. I apologize for the distress this may have caused you.

We are continuing our investigation into your case and regret that it is taking extended time to resolve. Please be assured that I will respond back to you with a resolution within the coming weeks.

Thank you for your continued patience. I encourage you to reach out to us with any questions you may have by calling [CONTACT NUMBER].