

Set a positive and receptive tone to the communication

Thank you for bringing this to my attention. I am always looking for ways I can improve.

In fact, I am taking a business writing course right now so I am proactively working on improving my writing.

Make sure they are not randomly saying whatever they feel like and confirm that their complaint is valid

Can you please show me an example of the bad writing so I can know what to improve? I would humbly appreciate it.

After they show it to you

Ask how they would do it better. Tell them that you will research this. Don't reply right away because you want to think through and study your potential mistakes. You might be making some errors precisely because you don't know some rules. So it might look correct to you when it's actually not. So you don't want to reply without researching independently.

I am looking into this now and will follow up after I go through it and see where I can improve. In the meantime, do you have suggestions on how I can improve?

Follow up with your co-worker and show them your research and the best way you see how to move forward.

Thank you again for bringing this to my attention and helping me improve. I appreciate it. I found an error. Would you mind also showing me which part of my work stood out to you as something that should be improved?