

**[Your Company Letterhead]**

**Date:** [Insert Date]

**To:** [Customer Name]

**Address:** [Customer Address]

Dear [Customer Name],

I am writing on behalf of [Your Company Name] regarding your recent experience with our customer support team. First and foremost, I would like to sincerely apologize for the inconvenience and frustration caused by our unresolved handling of your support complaint (Reference Number: [Insert Reference Number]).

We fully understand and regret that your issue was not addressed in a timely and satisfactory manner. Please accept our heartfelt apologies for the oversight and any disappointment it may have caused. Your feedback is extremely valuable to us, and we take your concerns very seriously.

We are currently reviewing your case and taking immediate steps to resolve the matter promptly. Our customer support manager, [Manager's Name], will contact you within [Timeframe] to provide an update and assist you further. We are committed to making this right and ensuring your satisfaction.

Thank you for bringing this issue to our attention and for your patience while we work towards a resolution. Should you have any further questions or require additional assistance, please do not hesitate to contact me directly at [Your Contact Information].

Once again, we apologize for any inconvenience this has caused. We greatly value your business and trust, and we look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Email Address]

[Your Phone Number]