

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are writing to sincerely apologize for the delay in resolving your recent complaint regarding [briefly describe the complaint, e.g., "the delayed delivery of your order" or "the issue with your product/service"]. At [Company Name], we take customer concerns very seriously, and we deeply regret any inconvenience this situation may have caused you.

We understand how frustrating it can be to wait longer than expected for a resolution, and we acknowledge that our response time in your case fell short of the high standards we set for ourselves. The delay was due to [briefly explain the reason for the delay, e.g., "unexpected technical difficulties," "a higher volume of inquiries," or "a need for additional investigation to ensure a comprehensive solution"]. Please be assured that we are actively working to address these underlying issues to prevent similar occurrences in the future.

Your complaint is currently being prioritized, and our team is making every effort to resolve the matter as quickly as possible. We will keep you updated on our progress and expect to have a resolution for you by [provide a specific date or timeline, if possible].

As a gesture of our commitment to your satisfaction, we would like to offer [mention any compensation, such as a refund, discount, or voucher], and we hope this will go some way toward making up for the inconvenience you have experienced.

Thank you for bringing this matter to our attention and for giving us the opportunity to make it right. If you have any further questions or concerns, please do not hesitate to contact me directly at [your phone number] or [your email address].

Once again, please accept our sincere apologies. We value your business and your trust in [Company Name], and we are committed to ensuring your complete satisfaction.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]