

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely appreciate your feedback regarding your recent experience with [Product/Service] from [Company Name]. We regret to learn that our service did not meet your expectations, and we apologize for any inconvenience caused.

Upon receiving your concern, we thoroughly investigated the matter and have taken immediate corrective action. [Briefly describe specific steps taken to resolve the issue, such as providing a replacement, refund, or additional support.] Please be assured that your satisfaction remains one of our highest priorities.

At [Company Name], we are committed to upholding the highest standards of customer service. To ensure such issues do not occur in the future, we have [mention steps taken for future compliance, such as retraining staff, improving processes, or enhancing quality control measures].

We value your trust in us and are dedicated to continuous improvement. Please do not hesitate to reach out if you have any further questions or concerns. We hope to serve you better in the future and restore your confidence in our services.

Thank you for bringing this matter to our attention.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]