

Compensation Letter Template for Unsatisfactory Service

[Your Company Letterhead or Company Name]

[Company Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely appreciate your feedback and the opportunity you have given us to address your recent experience with our services. It has come to our attention that the service you received on [date of service] did not meet the high standards that we strive to maintain, and we deeply regret any inconvenience or disappointment this may have caused you.

Please accept our sincerest apologies for the unsatisfactory experience. At [Company Name], customer satisfaction is of utmost importance, and we take every concern seriously. We have investigated the matter and taken steps to ensure such incidents do not happen in the future.

As a gesture of our commitment to you and to make amends for this situation, we would like to offer you [describe compensation, e.g., a full/partial refund, a complimentary service, a discount on your next purchase, or store credit]. We hope this will go some way towards restoring your confidence in us.

Please let us know if there are any additional steps we can take to resolve this matter to your satisfaction. You may reach us at [contact information] for any further questions or concerns.

Once again, we apologize for any inconvenience caused and thank you for bringing this to our attention. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]