

Date: [Insert Date]

Dear [Customer Name],

We are writing to you regarding your recent experience with [Company/Organization Name]. On behalf of our entire team, please accept our sincerest apologies for the poor customer service you received.

We understand that our assistance did not meet your expectations and has caused you inconvenience. This is not reflective of the high standards we strive to maintain, and we are genuinely sorry for any frustration or disappointment this may have caused.

Please be assured that your feedback has been taken very seriously. We have reviewed the matter internally and are actively working to address the shortcomings that led to this situation. To help make things right, we would like to offer [describe remedial action, e.g. a refund, replacement, complimentary service, etc.], and our team will reach out directly to ensure a prompt resolution.

Thank you for bringing this to our attention and giving us the opportunity to improve. We are committed to delivering better service and restoring your trust in us. Should you have any further concerns or suggestions, please do not hesitate to contact us directly at [contact information].

Once again, we genuinely apologize and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company/Organization Name]

[Contact Information]