

Date: [Insert Date]

To,
[Recipient's Name]
[Recipient's Position, if applicable]
[Company/Organization Name]
[Address Line 1]
[Address Line 2]

Subject: Apology for Response Delay Due to Miscommunication in Office

Dear [Recipient's Name],

I am writing to sincerely apologize for the delay in our response regarding [briefly specify the subject or reference, e.g. "your recent inquiry/request dated ..."]. We acknowledge the inconvenience this may have caused and understand the importance of timely communication.

Unfortunately, the delay was due to an internal miscommunication within our office. The information or request was inadvertently misrouted, which resulted in an unintentional holdup in our usual response process. Please accept our sincere regret for any disruption or misunderstanding this may have caused.

We are currently taking steps to improve our internal processes and coordination to ensure that such issues do not recur in the future. We value your patience and understanding, and we remain committed to providing prompt and effective communication moving forward.

Once again, I apologize for any inconvenience caused. If there is anything further we can assist you with, or if you have any additional concerns, please do not hesitate to let us know.

Thank you for your understanding.

Sincerely,
[Your Name]
[Your Position]
[Company/Organization Name]