

Sample Adjustment Letter Format for Unsatisfactory Customer Service

This document provides a **sample adjustment letter format for unsatisfactory customer service**, designed to help businesses professionally address customer complaints and dissatisfaction. The letter format includes an acknowledgment of the issue, a sincere apology, a clear explanation of the corrective measures taken, and an offer for compensation or further assistance if applicable. Utilizing this format ensures effective communication, helps restore customer trust, and maintains a positive company reputation by demonstrating commitment to customer satisfaction and prompt resolution of service shortcomings.

Adjustment Letter Template

[Your Company Name]

[Your Company Address]

[City, State, ZIP Code]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, ZIP Code]

Dear [Customer's Name],

Thank you for reaching out and bringing your recent experience with our customer service to our attention. We sincerely apologize for the inconvenience and disappointment you encountered during your interaction with us on [date of incident].

At [Your Company Name], we strive to provide exceptional service, and it is always our priority to meet our customers' expectations. We regret that in this instance, we did not deliver the level of service you deserve.

Upon review of your concern, we have taken the following steps to address the issue:

- [Briefly describe corrective actions taken, e.g., additional staff training, process review, direct follow-up, etc.]

As a token of our apology, we would like to offer [describe compensation, e.g., a refund, replacement, discount, voucher, etc.], which we hope will demonstrate our commitment to making things right.

Please feel free to contact me directly at [phone number/email] if you have any further questions or if there is anything else we can do to assist you.

Thank you once again for your feedback. We appreciate your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]