

[Your Company Letterhead]

[Date]

**[Recipient Name]**

[Recipient Title/Position]

[Recipient Company Name]

[Recipient Address]

[City, State ZIP]

Dear [Recipient Name],

I am writing on behalf of [Your Company Name] to sincerely apologize for the recent mistake in the [service name] we provided to you on [date or timeframe]. We deeply regret any inconvenience or disruption this may have caused.

At [Your Company Name], we hold ourselves to high standards of quality and integrity in our services. Unfortunately, in this instance, we did not meet those standards. Upon thorough review of the situation, we discovered that the issue stemmed from [briefly describe cause of mistake, if appropriate], and we understand the impact this had on your business.

Please be assured that we are taking immediate steps to rectify this matter. We have already [describe corrective actions taken or to be taken], and we are implementing additional measures to prevent similar issues in the future. Our team is dedicated to ensuring that you receive the level of service you expect and deserve.

As a gesture of our commitment to your satisfaction, we would like to offer [describe compensation or goodwill gesture, if any, such as a discount, complimentary service, etc.]. Your trust is incredibly important to us, and we are committed to restoring your confidence in our company.

If you have any further concerns or suggestions, please feel free to contact me directly at [phone number] or [email address]. Thank you for your understanding and the opportunity to make things right.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]

[Contact Information]