

Subject: Our Sincere Apologies for Your Recent Experience

Dear [Customer Name],

This email serves as a sincere apology for the **unsatisfactory customer service interaction** you recently experienced. We deeply regret any inconvenience or frustration caused and appreciate your feedback, which helps us improve our service quality.

At [Your Company Name], our goal is to ensure every customer feels valued and supported. We are truly sorry that your recent experience did not meet these standards, and we are committed to addressing your concerns promptly.

Please accept our apologies and assurance that we are taking the necessary steps to prevent similar issues in the future. If there is anything further we can do to make this right or if you wish to discuss your experience in more detail, please feel free to contact us at [contact information].

Thank you for giving us the opportunity to improve. We value your business and hope to serve you better in the future.

Sincerely,

[Your Name]

[Your Position/Department]

[Your Company Name]

[Contact Information]