

[Your Company Letterhead]

[Date]

[Client Name]

[Client Address]

[City, State, ZIP Code]

Dear [Client Name],

I am writing to you on behalf of [Your Company Name] to sincerely apologize for the disappointing experience you had during your recent interaction with our team. It has come to my attention that one of our employees conducted themselves in a manner that fell short of the professional and courteous standards we uphold.

Please accept our deepest apologies for any inconvenience or discomfort this incident may have caused. We take this matter very seriously and want to assure you that the behavior you encountered is not representative of our values or commitment to excellent client service.

As soon as we became aware of this situation, we initiated an internal review and have since taken the following actions to address and resolve the issue:

- The employee involved has been counseled and appropriate disciplinary measures have been taken.
- All staff are undergoing additional training on customer service and professional ethics.
- We are reinforcing our company policies to ensure such incidents do not occur in the future.

We greatly value the trust you have placed in us and are committed to restoring your confidence in our services. If there is anything further we can do to address your concerns or assist you, please do not hesitate to let us know.

Thank you for bringing this matter to our attention and allowing us the opportunity to make it right. We look forward to the possibility of serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]