

[Your Company Letterhead]

[Date]

[Recipient Name]

[Recipient Address Line 1]

[Recipient Address Line 2]

Dear [Recipient Name],

On behalf of [Company Name], I would like to extend our sincerest apologies for the unsatisfactory service you recently experienced. We strive to provide our valued customers with the highest standards of service, and we regret that, in this instance, we did not meet your expectations.

We understand the inconvenience and disappointment this may have caused you. Please be assured that we take your concerns very seriously. Your feedback has been brought to the attention of the appropriate departments, and we are actively investigating the matter to determine how this occurred.

As a result of your feedback, we are implementing the following corrective actions to ensure that similar issues do not occur in the future: [briefly outline corrective actions being taken, e.g., additional staff training, process review, enhanced quality checks].

At [Company Name], customer satisfaction is our top priority. We greatly value your relationship with us and would like to offer [mention any compensation or gesture, if applicable, e.g., a refund, discount, complimentary service] as a token of our goodwill.

Once again, we apologize for the inconvenience and thank you for bringing this matter to our attention. Should you have any further questions or require additional assistance, please do not hesitate to contact me directly at [phone number] or [email address].

We appreciate your understanding and the opportunity to serve you better.

Sincerely,

[Your Name]

[Your Position]

[Company Name]