

Apology Letter for Delayed Response to Customer Complaint

[Your Company Letterhead or Logo]

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Customer Address: [Insert Customer Address]

Dear [Customer Name],

I am writing to sincerely apologize for the delay in responding to your recent complaint regarding [briefly mention the issue, e.g., "the service you received on June 5, 2024," or "your order #12345"]. We truly value your feedback and strive to address all concerns as promptly as possible.

Unfortunately, due to [briefly explain the reason for the delay, e.g., "an unusually high volume of inquiries," or "internal processing setbacks"], we were unable to reply to your message as quickly as we would have liked. Please accept our apologies for any inconvenience this delay may have caused you.

Rest assured, your complaint is being taken seriously, and we are currently [explain the steps being taken to resolve the issue, e.g., "investigating the matter/sending a replacement/refunding your payment"]. We are committed to resolving your concern as quickly as possible and will keep you updated on our progress.

We appreciate your patience and understanding in this matter. Your satisfaction is extremely important to us, and we are committed to making this right. If you have any further questions or concerns, please do not hesitate to contact me directly at [contact information].

Thank you for bringing this to our attention and for giving us the opportunity to serve you better.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]