[Your Company Letterhead]

[Date]

[Customer Name]
[Customer Address]
[City, State, ZIP]

Dear [Customer Name],

Thank you for bringing your recent experience to our attention. We sincerely apologize for the inconvenience and disappointment you encountered with our service on [date(s) or description of incident]. At [Company Name], we value our customers and place immense importance on providing outstanding service at all times.

We fully acknowledge that the service you received did not meet the high standards we set for ourselves, nor did it align with your expectations or previous experiences with us. We regret any frustration or inconvenience this may have caused.

Upon receiving your feedback, we immediately reviewed the circumstances surrounding your experience. As a result, we have implemented the following corrective measures:

- Comprehensive retraining of our staff on customer service protocols and quality standards.
- Introduction of additional quality control checks to monitor service delivery.
- Appointment of a dedicated team member to ensure your future interactions with us are handled with extra care and efficiency.

To address the inconvenience caused, we are pleased to offer you [describe compensation, e.g., a refund, complimentary service, or a discount] as a goodwill gesture. You will receive details regarding this adjustment shortly, and we encourage you to use our services again so we can provide you with the high-quality experience you expect and deserve.

Please rest assured we are committed to continuous improvement and have taken your comments seriously as an opportunity to enhance our operations. We deeply value your relationship with [Company Name] and hope to regain your trust.

Should you have any further concerns or require additional assistance, please do not hesitate to contact me directly at [phone number] or [email address].

Thank you for your understanding and for giving us the opportunity to make things right.

Sincerely,
[Your Name]
[Your Position]
[Company Name]