

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

I am writing on behalf of [Company Name] to sincerely apologize for the delay in responding to your recent complaint regarding [briefly describe the complaint, e.g., the issue with your recent order]. We value every customer inquiry and understand the frustration and inconvenience that a lack of timely communication can cause.

Please accept our deepest regrets for not addressing your concerns as swiftly as you rightfully expected. At [Company Name], we are fully committed to providing high-quality customer service, and we recognize that our delay fell short of the standards you deserve and we strive to uphold.

The delay in our response was due to [briefly state reason if appropriate, e.g., an unusually high volume of customer queries or internal miscommunication]. Please rest assured that we have thoroughly reviewed your complaint and addressed the issue as a matter of priority.

To prevent such situations from occurring in the future, we have implemented [briefly mention steps taken, e.g., additional staff training, improved tracking systems, enhanced communication protocols]. Your feedback is invaluable in helping us enhance our service, and your complaint has been instrumental in prompting these improvements.

We greatly appreciate your patience and understanding in this matter. If there is anything further we can do to resolve your concern or if you have any additional questions, please do not hesitate to contact me directly at [your contact information].

Once again, please accept our sincere apologies for any inconvenience this may have caused. Thank you for giving us the opportunity to improve and for your continued trust in [Company Name].

Yours sincerely,

[Your Name]

[Your Position]

[Company Name]

[Email Address]

[Phone Number]