

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing your recent experience to our attention. We sincerely apologize for the unsatisfactory service you received during your interaction with [mention specific department or staff member, if applicable] on [mention date]. At [Your Company Name], we strive to provide the highest level of customer service, and we regret that we did not meet these standards in your case.

We take full responsibility for any inconvenience or frustration this may have caused you. To address this matter, we have conducted a thorough review of your concerns with our team. As a result, we are taking the following corrective actions:

- [Explain specific action 1, e.g., additional training for staff]
- [Explain specific action 2, e.g., revising customer service protocols]
- [Explain any compensation or solution offered, if applicable]

Please be assured that your feedback is extremely valuable to us and will be used to improve the quality of our service. We are committed to ensuring that similar issues do not occur in the future.

We appreciate your patience and understanding, and we value your continued trust in our company. Should you have any further questions or require additional assistance, please do not hesitate to contact me directly at [phone number] or [email address].

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

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]