

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Subject: Formal Apology for Customer Service Error

We are writing to sincerely apologize for the inconvenience you experienced during your recent interaction with our customer service team. At [Your Company Name], we strive to provide the highest standard of service to all our valued customers, and we deeply regret that we did not meet those standards in your case.

Upon reviewing your case, we recognize that [brief description of the error or issue]. We fully understand how this could have been frustrating for you, and please accept our heartfelt apologies for any inconvenience this may have caused.

Please be assured that we are taking this matter very seriously. We have taken the following corrective actions to ensure this error does not occur again: [briefly list actions being taken, e.g., additional staff training, reviewing procedures, etc.].

As a token of our apology, we would like to offer [compensation, if applicable, e.g., a refund, discount, or complimentary service]. Your satisfaction is extremely important to us, and we are committed to restoring your confidence in our services.

Thank you for bringing this matter to our attention. If you have any further questions or concerns, please do not hesitate to contact me directly at [phone number] or [email address]. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]