

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Dear [Customer Name],

Thank you for bringing your recent experience with our customer service representative to our attention. Please accept our sincerest apologies for the rudeness and unprofessional behavior you encountered during your interaction with us. At [Company Name], we are committed to providing courteous and respectful service to all our valued customers, and we deeply regret that we fell short of this standard in your case.

We have thoroughly investigated the matter and have taken appropriate action to address the issue with the concerned representative. Furthermore, we are implementing additional training for our staff to reinforce the importance of maintaining professionalism and empathy in all customer engagements.

Your feedback is extremely important to us, and we greatly appreciate you bringing this to our attention. Please be assured that we are actively working to ensure such incidents do not occur in the future. As a token of our commitment to better service and to express our regret for the inconvenience caused, we would like to offer you [describe any compensation or goodwill gesture, such as a discount, voucher, or free service, if applicable].

We value your patronage and hope to restore your trust in our company. Should you have any further concerns, please feel free to contact me directly at [contact information].

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

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]