

Adjustment Letter for Resolving Client Dissatisfaction

[Your Company Letterhead or Logo]

[Date]

[Client Name]

[Client Address]

[City, State, ZIP Code]

Dear [Client Name],

Thank you for bringing your recent experience with us to our attention. We sincerely apologize for any inconvenience or dissatisfaction you may have encountered. Your feedback is invaluable to us, and we regret that our service did not meet the high standards you expect and deserve.

After thoroughly investigating the matter, we understand the concerns you raised regarding [briefly describe the issue, e.g., delayed delivery, product defect, service shortfall]. Please accept our sincerest apologies for any frustration or inconvenience this may have caused.

To resolve this issue, we have [describe corrective actions, e.g., replaced the faulty item, expedited your order, issued a refund/credit]. We are committed to ensuring that this situation does not recur and have implemented the following steps to improve our service:

- [Describe improvement #1, e.g., enhanced quality checks]
- [Describe improvement #2, e.g., additional staff training]
- [Describe improvement #3, e.g., revised delivery procedures]

We deeply value your relationship with us and are dedicated to restoring your confidence in our company. Please let us know if there is anything else we can do to further rectify the situation or assist you in the future.

Once again, we apologize for any inconvenience caused and thank you for your understanding and patience. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]