

# Formal Apology Letter for Bad Service Including Compensation

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State, ZIP Code]

Dear [Customer's Name],

On behalf of [Company Name], I would like to extend our sincerest apologies for the unsatisfactory service you recently experienced with us. We truly value your feedback, and we are deeply sorry for the inconvenience and frustration we have caused.

After thoroughly reviewing your concerns, we acknowledge that the level of service provided did not meet our usual standards and your expectations. We take full responsibility for this shortcoming and assure you that measures are being taken to ensure this situation does not happen again.

As a gesture of our commitment to customer satisfaction and to make amends for the inconvenience, we are pleased to offer you the following compensation: [state the nature of the compensation, e.g., a refund, discount, credit, or complimentary service]. We hope this will, in some way, help to restore your faith in our company.

Please feel free to contact me directly at [your phone number] or [your email address] if you have any further questions or require additional assistance. Your satisfaction is extremely important to us, and we welcome any feedback you may have.

Once again, we apologize for any inconvenience this has caused. Thank you for bringing this matter to our attention and for giving us the opportunity to rectify the situation. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]