

Sample Letter to Resolve Complaint Regarding Quality of Service

[Your Company Logo or Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing your recent experience with our service to our attention. We genuinely appreciate your feedback and the opportunity to address your concerns regarding the quality of service you received on [date/service details].

We are sorry to hear that your experience did not meet the high standards we strive to uphold. Please accept our sincere apologies for any inconvenience this may have caused.

Upon reviewing your complaint, we have investigated the matter and identified the following issues: [briefly outline the key points of the complaint]. We understand how important reliable service is to our customers, and we take full responsibility for not meeting your expectations in this instance.

To address this issue, we have [outline the actions taken or to be taken-such as retraining staff, providing a refund, offering complimentary services, etc.]. We hope this remedy reflects our commitment to making things right and restoring your confidence in our services.

If you have any further concerns or would like to discuss this matter further, please do not hesitate to contact me directly at [phone number] or [email address]. Your satisfaction is extremely important to us, and we value your continued patronage.

Thank you for giving us the opportunity to improve. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]