

# Apology Letter Due to Unresolved Customer Complaint

[Your Name]  
[Your Position]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]  
[Email Address]  
[Date]

[Customer Name]  
[Customer Address]  
[City, State, ZIP Code]

Dear [Customer Name],

We would like to sincerely apologize for the inconvenience and frustration caused due to the unresolved issues regarding your recent complaint (Reference Number: [Complaint Number]). At [Company Name], we strive to provide our customers with the highest level of service, and we regret that we have not met your expectations in this instance.

Please be assured that your concerns are extremely important to us. We understand how disappointing this experience must have been for you. We are currently investigating the matter and are making it a priority to reach a satisfactory resolution as swiftly as possible.

We appreciate your patience and feedback, which help us improve our services. Our team will be in direct contact with you regarding updates on your complaint and to ensure that your issue is addressed thoroughly. Should you have any further information or questions, please do not hesitate to reach out to us at [Direct Contact Information].

Once again, please accept our deepest apologies for any inconvenience this has caused. We value your business and thank you for giving us the opportunity to make things right.

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]