

[Your Company Letterhead]

[Date]

[Recipient Name]

[Recipient Address]

[City, State, ZIP]

Dear [Recipient Name],

Subject: Formal Apology and Commitment to Service Improvement

We are writing to formally address your recent experience with our company regarding the inadequate quality of service you received on [date or reference to incident]. Please accept our sincerest apologies for not meeting the high standards of service you rightly expect from us.

Upon thorough review, we acknowledge that our service fell short in the following areas:

- [Area 1: e.g., Delayed response times]
- [Area 2: e.g., Incomplete or inaccurate information]
- [Area 3: e.g., Lack of follow-up or support]

We understand the inconvenience and frustration this has caused you, and we deeply regret the negative impact it may have had on your experience with our company.

Please be assured that we are taking this matter very seriously. We have already initiated targeted corrective actions to address these shortcomings, including:

- Comprehensive staff training focused on service excellence and customer care
- Review and enhancement of our internal quality control procedures
- Implementation of improved follow-up protocols to ensure consistent and reliable service

We are committed to restoring your satisfaction and trust. As a gesture of goodwill and our pledge to improve, we will [outline any compensatory offer or next steps, e.g., offer a complimentary service, provide a refund, or assign a dedicated representative].

Thank you for bringing this matter to our attention and giving us the opportunity to improve. Your feedback is invaluable to us, and we remain dedicated to providing you with the highest quality of service in the future.

Should you have any further concerns or wish to discuss this matter in more detail, please do not hesitate to contact me directly at [contact details].

Once again, we apologize for the inconvenience and appreciate your continued trust in our company.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]