

Certainly! Here's a simple example of an apology speech with a focus on resolving action for a customer complaint:

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Dear [Customer Name],

Thank you for bringing your concern to our attention. We sincerely apologize for the inconvenience you experienced with our service.

Upon reviewing your situation, we understand that [brief explanation of the issue]. This is not the standard of service we strive to achieve, and we are committed to making it right.

To resolve this issue, we have [action taken to resolve the issue].

Additionally, we are taking steps to ensure that a similar situation does not occur in the future by [preventative measures being implemented].

Please accept our sincerest apologies and a [compensation or offer, if applicable], as a token of our commitment to your satisfaction.

Your feedback is invaluable to us, and we appreciate your patience and understanding. Should you have any further questions or concerns, please do not hesitate to reach out to our customer service team.

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

Sincerely,

[Your Name]

[Your Position]

[Company Name]