

Subject: Our Apologies and Commitment to You

Dear [Customer's Name],

I hope this message finds you well. We recently received your feedback regarding your experience with our service, and I want to personally apologize for any inconvenience caused.

At [Company Name], we strive to deliver excellent service, and it's clear that we fell short in this instance. Please rest assured that your concerns are being taken seriously, and we're taking steps to ensure this situation doesn't happen again.

As a token of our commitment to your satisfaction, [mention any compensation, if applicable]. We truly value your feedback as it helps us improve and serve you better.

Thank you for your understanding and patience. If there's anything else we can do to make this right, please don't hesitate to reach out to us directly at [contact information].

We look forward to serving you better in the future.

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]