
[Your Name]
[Your Position/Title]
[Company Name]
[Company Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

Dear [Recipient's Name],

Thank you for reaching out to us. We highly value your feedback and are truly sorry to hear that you were dissatisfied with our service, leading to your decision to cancel.

At [Company Name], our goal is to provide each customer with exceptional service and support, and it seems we fell short in your case. We understand how frustrating it can be when expectations are not met, and we sincerely apologize for any inconvenience caused.

To help us improve, we would appreciate if you could share more details about the issues you encountered. This will enable us to address them directly and improve our services for all of our valued customers. Additionally, I assure you that your feedback will be taken seriously and reviewed by our team as part of our ongoing commitment to enhancing our services.

Please feel free to reach out to me directly at [Your Phone Number] or [Your Email Address] if you would like to discuss your experience further or if there is anything else we can do to make it right.

Thank you for giving us the opportunity to address your concerns. We hope to serve you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]
