

**Dear [Customer's Name],**

Thank you for reaching out to us regarding your recent experience with our service. We sincerely apologize for any inconvenience this may have caused you.

We appreciate your feedback as it allows us to improve our services. We have reviewed your concerns and are committed to resolving the issue promptly.

As a token of our commitment to customer satisfaction, we would like to offer you [describe compensation or resolution, if applicable]. We believe this will help restore your confidence in our company.

If you have any further questions or concerns, please do not hesitate to contact us at [contact information]. We value your business and look forward to serving you better in the future.

Thank you for your understanding.

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