

Letter of Commitment to Improve

Date: [Insert Date]

To: [Customer's Name]

Address: [Customer's Address]

Dear [Customer's Name],

Thank you for bringing your concerns to our attention regarding your recent experience with our service. We sincerely apologize that we did not meet your expectations and it's important to us that we rectify the situation.

We are committed to improving our services and ensuring that you have a better experience in the future. Here are the steps we will take:

- Conducting a thorough review of the incident that occurred.
- Providing additional training to our staff to better serve our customers.
- Implementing new procedures to prevent similar issues from happening in the future.

We value your feedback, and we are committed to making the necessary changes. Your satisfaction is our priority, and we appreciate your understanding as we work to improve our services.

If you have further concerns, please do not hesitate to reach out to me directly at [Your Contact Information].

Thank you for your patience and for giving us the opportunity to make things right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]