

Dear [Customer's Name],

Thank you for taking the time to share your feedback regarding your recent experience with us. We sincerely apologize for any inconvenience you encountered, and we appreciate you bringing this matter to our attention.

At [Company Name], we strive to provide exceptional service, and it is clear we fell short in your case. Your comments have been forwarded to our management team, and we are looking into the situation to ensure it does not happen again.

To make amends, we would like to offer you [compensation/offering] as a token of our commitment to improving your experience. Please let us know if that would be acceptable to you.

We value your feedback and would love the opportunity to change your impression of our service. If there is anything else we can do to make this right, please do not hesitate to reach out.

Thank you again for bringing this to our attention. We hope to serve you better in the future.

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