

Dear [Client's Name],

Thank you for reaching out to us regarding your recent experience. We sincerely apologize for any inconvenience you've faced.

Your feedback is invaluable to us, and we take it very seriously. I assure you that we are reviewing your concerns and will take immediate action to address them.

We understand the importance of your satisfaction and are committed to resolving this issue promptly. A member of our team will be in touch with you within the next [time frame] to discuss your concerns in detail and outline our plan of action.

Thank you for your patience and understanding as we work to make this right.

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Contact Information]