

Letter of Explanation and Apology

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

[Date]

[Recipient's Name]
[Recipient's Position]
[Recipient's Company]
[Company Address]
[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the error that occurred on [specific date or event]. We acknowledge that this mistake has caused [mention the impact, e.g., confusion, inconvenience], and I take full responsibility for it.

Upon reviewing the situation, it became clear that [briefly explain what went wrong, e.g., miscommunication, oversight]. We understand the importance of accuracy and reliability in our work, and I assure you that we are taking this matter seriously.

To prevent similar situations in the future, we have implemented the following measures: [list any corrective actions or improvements made]. I hope this demonstrates our commitment to providing the best service possible.

Once again, I apologize for any inconvenience this may have caused and appreciate your understanding as we rectify this issue. Please feel free to reach out if you have any further concerns or questions.

Thank you for your patience and understanding.

Sincerely,

[Your Signature (if sending a hard copy)]
[Your Name]