

Subject: Sincere Apologies for Policy Mistake

Date: [Insert Date]

[Your Name]

[Your Position]

[Your Company]

[Company Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the recent policy mistake regarding [briefly describe the policy issue]. We recognize that this may have caused confusion and inconvenience, and for that, we are truly sorry.

At [Your Company], we strive to uphold the highest standards of service and accountability, and we take full responsibility for this oversight. We are actively working to rectify the situation by [describe any measures taken to correct the mistake] to ensure that such an error does not happen again in the future.

We value your trust and support and appreciate your understanding as we navigate through this correction. Should you have any questions or require further assistance, please do not hesitate to reach out to me directly.

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]