

Customer Satisfaction Mitigation Letter

Dear [Customer Name],

Thank you for reaching out to us regarding your recent experience with [Product/Service]. We genuinely value your feedback, and I am sorry to hear that we did not meet your expectations.

Please allow me to apologize for any inconvenience this may have caused you. Our team strives to provide the best possible service, and we are disappointed to learn that we fell short in this instance.

To address your concerns, we would like to offer you [compensation/refund/discount] as a gesture of goodwill. We hope this will help restore your faith in our brand.

Your satisfaction is very important to us, and we are committed to making this right. Please feel free to contact me directly at [Your Contact Information] if you have any further questions or suggestions.

Thank you for your understanding and for giving us the opportunity to improve our services.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]