

# Letter of Understanding for Customer Frustration

Date: [Insert Date]

Dear [Customer's Name],

Thank you for reaching out to us. We sincerely apologize for the delay in service you have experienced. We understand how frustrating this situation can be, and we appreciate your patience as we work to resolve the issues.

Your satisfaction is our priority, and we are committed to addressing your concerns. Please rest assured that we are taking all necessary steps to expedite your request. We value your business and want to ensure that you receive the service you deserve.

If you have any further questions or if there's anything else we can assist you with, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]

[Company Contact Information]