

Formal Apology Letter for Service Failure

Date: [Insert Date]

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

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

Dear [Recipient Name],

I am writing to formally apologize for the recent service failure that you experienced with [specific service]. We take great pride in providing excellent service, and it is clear that we fell short in this instance.

The circumstances surrounding this issue were [briefly explain the circumstances, if appropriate]. We understand how this has impacted you, and I want to assure you that we are taking this matter seriously.

To rectify the situation, we have [mention any steps that have been or will be taken to address the issue, if applicable]. We appreciate your understanding and patience as we work on delivering a resolution.

Once again, please accept my sincerest apologies for any inconvenience this has caused. If there is anything further I can do to assist you, please do not hesitate to reach out to me directly at [your phone number] or [your email address].

Thank you for your understanding.

Sincerely,

[Your Name]
[Your Position]
[Company Name]