

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our service. We sincerely apologize for the inconvenience you encountered and appreciate you bringing this matter to our attention.

Your feedback is important to us, and we are sorry to hear that we did not meet your expectations. We strive to provide the highest level of service, and it is clear we fell short in this instance.

We have taken your concerns seriously and are taking steps to ensure this does not happen again in the future. To make amends, we would like to offer you [mention any compensation, if applicable].

Please feel free to reach out to us directly at [contact information] if you would like to discuss this further or if there's anything else we can do to assist you.

Thank you for your understanding, and we hope to have the opportunity to serve you better in the future.

Sincerely,
[Your Name]
[Your Position]
[Your Company]