

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our service. We truly value your feedback and appreciate the opportunity to address your concerns.

We understand that your experience was not up to the standard we aim to provide, and we apologize for any inconvenience this may have caused. Please be assured that we take your complaint seriously and are committed to resolving the issues you encountered.

To ensure we rectify this matter, we would like to discuss it further with you. Please feel free to reply to this letter or contact us directly at [contact information] to provide more details about your experience.

We appreciate your patience and understanding as we work to improve our service. Your satisfaction is very important to us, and we look forward to the opportunity to make things right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]