

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

[Recipient's Name]
[Recipient's Position]
[Recipient's Company]
[Recipient's Address]
[City, State, Zip]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express my sincere regret regarding the recent service issues you experienced with [specific service or product]. We strive to provide the highest level of service, and it is clear we fell short in this instance.

Please accept my apologies for any inconvenience this may have caused. We value your business and are committed to rectifying this situation. I assure you that we are taking your feedback seriously and are actively working on improvements to ensure this does not happen again.

Thank you for your understanding and patience. Should you have any further concerns, please do not hesitate to reach out to me directly.

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