

Letter of Explanation

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Title]

[Company/Organization Name]

[Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally address an oversight that occurred during our recent service interaction on [Insert Date].

Unfortunately, due to [briefly explain reason for oversight], we were unable to meet your expectations. I sincerely apologize for any inconvenience this may have caused you.

Please be assured that we take this matter very seriously. We are currently reviewing our processes to prevent such oversights from happening in the future. Your satisfaction is our top priority, and we appreciate your understanding as we work to improve our services.

If you have any further concerns or require additional assistance, please do not hesitate to reach out to me directly.

Thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Title]

[Your Company/Organization Name]

[Your Contact Information]