

Formal Apology for Service Disruption

Date: [Insert Date]

Recipient Name
Recipient Title
Company Name
Company Address
City, State, Zip Code

Dear [Recipient Name],

I am writing to formally apologize for the disruption of service you experienced on [specific date]. We understand how important reliable service is to our customers, and we regret that we fell short on this occasion.

Due to [brief explanation of the cause, e.g., "unexpected technical issues"], our team was unable to provide the level of service you expect and deserve. We take full responsibility for this occurrence and are actively working to resolve the issue to ensure it does not happen in the future.

To make amends, we would like to offer you [mention any compensation or action taken, if applicable]. We value your business and appreciate your understanding in this matter.

Thank you for your patience and understanding. Should you have any further questions or concerns, please do not hesitate to contact me directly at [your contact information].

Sincerely,

[Your Name]
[Your Title]
[Your Company Name]
[Your Contact Information]