

# Letter of Incident Resolution

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Address]

Dear [Recipient's Name],

We are reaching out regarding the recent incident that occurred on [specific date] involving our transport service. We understand the impact this situation has had, and we sincerely apologize for any inconvenience caused.

As part of our commitment to quality assurance, we have conducted a thorough investigation into the matter. [Brief description of findings and actions taken]. We want to assure you that we are implementing measures to prevent similar incidents from occurring in the future.

Our priority is to provide you with reliable and efficient transport services. We appreciate your patience and understanding as we work to resolve these issues. If you have any further questions or require additional information, please do not hesitate to contact us.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Transport Service Company Name]

[Contact Information]