

Subject: Acknowledgment of Service Disappointment

Dear [Recipient's Name],

I hope this message finds you well. I am writing to acknowledge your recent feedback regarding our service, which did not meet your expectations.

We understand that [specific details about the service issue], and we sincerely apologize for any inconvenience this may have caused. Your experience is important to us, and we are actively working to address the issues you've raised.

We appreciate your patience as we strive to improve our service. Please feel free to reach out if you have any further concerns or require additional assistance.

Thank you for bringing this matter to our attention.

Sincerely,

[Your Name]
[Your Position]
[Your Company]