

# Letter of Regret

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with [Company Name]. We strive to provide the highest level of service and it seems that we fell short in your case.

We sincerely regret any inconvenience this may have caused you. Your feedback is incredibly important to us, and we are taking your concerns seriously.

To address the issue, we are [briefly explain actions being taken or offer a solution]. We value your satisfaction and want to ensure that this does not happen again in the future.

We appreciate your understanding and hope to regain your trust. Please do not hesitate to reach out to us directly at [contact information] if you have any further concerns.

Thank you for your patience.

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