

Letter of Explanation and Apology

Date: [Insert Date]

[Your Name]

[Your Position]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Client's Name],

I hope this message finds you well. I am writing to sincerely apologize for the shortcomings you experienced with our real estate services during [specific time or project]. We appreciate your patience and understanding during this time.

Unfortunately, [briefly explain the reason for the service shortcomings, such as delays or miscommunication over a property listing]. We understand how important this matter is to you, and we take full responsibility for the inconvenience caused.

We are actively making improvements to ensure that such issues do not arise in the future. [Mention any specific steps being taken to rectify the issue or improve service]. Your satisfaction is very important to us, and we are committed to regaining your trust.

Thank you for bringing this to our attention. If you have any further questions or concerns, please do not hesitate to reach out to me directly at [your contact information]. I look forward to resolving this matter and assisting you in the future.

Once again, I apologize for any inconvenience this may have caused. Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]