

Letter of Explanation and Apology

Dear [Recipient's Name],

I hope this message finds you well. I am writing to address the recent issues you experienced with our service delivery on [specific date or period]. We deeply value your trust and loyalty as our customer, and I am sincerely sorry for any inconvenience this may have caused.

The delay in service delivery was due to [brief explanation of the issue, e.g., supply chain disruptions, staffing shortages]. Please know that we have taken immediate steps to rectify this situation. We are [mention actions taken to resolve the issue, e.g., expanding our team, improving logistics, etc.].

We are committed to providing you with the highest quality of service and are implementing new measures to ensure that this does not happen again in the future. Your satisfaction is our priority, and we want to make things right.

As a token of our appreciation for your understanding, we would like to offer you [mention any compensation, if applicable, e.g., a discount, free service, etc.].

Please feel free to reach out to me directly at [your contact information] if you have any further questions or concerns. Thank you for your patience and understanding during this time.

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