

Letter of Intent to Improve Service

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Recipient's Title]

[Company/Organization Name]

[Company Address]

[City, State, Zip Code]

Subject: Intent to Improve Service Following Missed Appointment

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express my sincere apologies for the missed appointment scheduled on [Date of Appointment]. We value your time and are committed to providing the highest level of service.

We acknowledge that this incident may have caused inconvenience, and I assure you that we are taking immediate steps to improve our scheduling and communication processes to prevent this from happening in the future.

As part of our commitment to service excellence, we would like to offer you [details of any compensation or rescheduling options], as a gesture of goodwill.

Thank you for your understanding, and we appreciate your patience as we strive to serve you better. Please feel free to reach out to me directly at [Your Phone Number] or [Your Email Address] if you have any further questions or concerns.

Sincerely,

[Your Name]

[Your Title]

[Company/Organization Name]