

Dear [Customer's Name],

Thank you for sharing your feedback regarding your recent experience with us. We sincerely apologize for not meeting your expectations and appreciate the opportunity to address your concerns.

We are committed to providing high-quality service and are taking your comments seriously. To ensure this doesn't happen again, we have [briefly explain actions taken].

Your satisfaction is important to us, and we would love the chance to make things right. Please feel free to contact me directly at [Your Email] or [Your Phone Number], as I would be happy to discuss this further.

Thank you for your patience and understanding. We value your business and hope to serve you better in the future.

Warm regards,

[Your Name]

[Your Position]

[Your Company]