

Apology Letter Template for Customer Service Complaints

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

We sincerely apologize for the experience you recently had with our [product/service/department]. Your feedback is very important to us, and we regret that we did not meet your expectations.

Please accept our apologies for [briefly describe the issue, e.g., the delay in response, the problem with your product, etc.]. We understand how frustrating this must have been for you.

We have taken immediate steps to address your concerns, including [explain actions taken to resolve the issue]. We are committed to providing you with the level of service and quality that you expect from us.

As a gesture of our apology, [optional: state any compensation or corrective action, e.g., a refund, replacement, or discount].

We value your relationship with us and hope you will give us another chance to serve you better in the future.

If you have further questions or concerns, please do not hesitate to contact us at [contact information].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]