

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Recipient's Title]
[Kaiser Permanente]
[Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for [specific issue or situation]. I understand that [describe the impact of the issue], and I deeply regret any inconvenience or distress this may have caused you.

At Kaiser Permanente, we strive to provide the highest quality of service, and it is clear that we did not meet those standards in this instance. I take full responsibility for [acknowledge your role in the issue], and I am committed to ensuring that this does not happen again in the future.

To rectify the situation, we are implementing [describe any actions taken to address the issue], and I am dedicated to making our services better for all our members.

Thank you for your understanding and for allowing me the opportunity to make amends. If you would like to discuss this matter further, please do not hesitate to contact me directly at [your phone number or email].

Sincerely,

[Your Name]

[Your Title]

Kaiser Permanente