

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

[Customer's Name]
[Customer's Address]
[City, State, Zip Code]

Dear [Customer's Name],

Subject: Response to Your Complaint

Thank you for reaching out to us regarding your recent experience with [specific issue]. We sincerely apologize for any inconvenience this may have caused you.

At [Your Company Name], we strive to provide the highest quality service and products, and we regret that we did not meet your expectations this time.

After reviewing your complaint, we [briefly explain the steps taken to address the issue]. We appreciate your feedback and assure you that we are committed to improving our services.

As a token of our apology, we would like to offer you [mention any compensation, if applicable].

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.

Thank you for your understanding and for giving us the opportunity to resolve this matter.

Sincerely,

[Your Name]
[Your Position]
[Your Company Name]