Subject: Response to Your Recent Experience with [Product Name]

Dear [Customer Name],

I'm sorry to hear that you had a bad experience with our food. We take every customer complaint seriously, and we would like to make things right. Please accept our sincere apologies for any inconvenience caused.

I appreciate you bringing this issue to our attention. We have reviewed your case, and we are working on identifying the source of the problem. We value your feedback and will take the necessary steps to prevent similar issues from happening in the future.

As a token of our appreciation for your patience and understanding, we would like to offer you a [insert compensation offer]. We hope this gesture will help to restore your confidence in our brand and products.

Please let us know if you have any further concerns, and we will do everything we can to resolve the issue. Our customer service team is available [insert hours of operation], and we would be happy to assist you in any way we can.

Thank you again for bringing this to our attention, and we look forward to hearing from you soon.

Sincerely,

-sarah

-Sincerly

Farm to Table