**RE: AN APOLOGY FOR POOR SERVICE RATING**

Dear [CLIENT NAME]

Thank you for taking the time to complete our survey. We appreciate you taking the time to complete the survey as this helps us continue improving our services by taking into consideration what our clients have to say. Please note that we have brought your comments to the attention of [TITLE/POSITION]. We assure you that the appropriate changes will be made in a matter of [DAYS, WEEKS, or MONTHS].

We apologise for the inconvenience and annoyance this incident caused. The lack of service you experienced is unusual and not of the standard of our company.

We have taken your comments seriously and appreciate your patience with this matter. We will alert you on the results in the hopes that you will give us another chance to serve you.

Sincerely,

[NAME]

[TITLE]

[CONTACT DETAILS]

[COMPANY EMAIL]

