Howdy, [NAME],

A heartfelt "thank you" is in order for the time you spent providing us with valuable insight.

Our sincerest apologies if [COMPANY] fell short of your expectations. Our goal is to put things right, so please tell us more about your experience.

Please feel free to call us at [number] if that is more convenient for you. We hope to hear from you soon so that we can begin regaining your trust and business.

Regards,

([YOUR SIGNATURE HERE])