Dear [customer name],

On behalf of [company name], I want to extend our apologies for your experience with [describe experience].

From our understanding, [explanation of the incident], which prevented you from [customer's goal]. We sincerely regret this misfortunate incident and apologize for any inconvenience this may have caused.

At [company name], our mission is to [mission], but in this case, we failed to deliver that experience. Since [employee name] is under my supervision, I want to personally apologize for this mistake. [employee name] has been notified of your feedback, and we are [steps being taken to resolve the issue or reprimand the employee].

Thank you again for bringing this to my attention, and I sincerely appreciate your patience with us as we work to resolve this issue. I'm confident your next experience with our employees will be up to the high standard that you've come to expect from [company name].

Sincerely,



