

Formal Letter

Dear [Customer Name],

We sincerely apologize for the unsatisfactory service you received during your recent interaction with [Company Name]. We deeply value your feedback and take these matters seriously.

As a resolution, we have taken the following corrective actions: [List corrective actions, e.g., refund, replacement, service correction]. We hope this will restore your confidence in our services.

Thank you for bringing this to our attention. Please do not hesitate to contact us for any further assistance.

Sincerely,

[Your Name]

[Designation]

[Company Name]

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