

Formal business client miscommunication apology

[Date]

[Client Name]

[Client Address]

Dear Mr./Ms. [Client's Last Name],

RE: Apology for Miscommunication Regarding Service Agreement

We are writing to formally apologize for the miscommunication that occurred during our recent discussions about your service requirements. It has come to our attention that conflicting information was provided by our team members, resulting in confusion about the scope and timeline of your project.

Specifically, the discrepancy between the verbal commitments made during our initial meeting and the terms outlined in our written proposal has caused unnecessary delays and frustration on your part. We acknowledge that this lack of clarity is unacceptable and falls short of the professional standards you rightfully expect from us.

To rectify this situation, we have:

- Assigned a dedicated project manager to serve as your single point of contact
- Prepared a comprehensive project outline with clear deliverables and timelines
- Implemented additional quality control measures for all client communications

We deeply value your business relationship and are committed to ensuring such miscommunications do not occur in the future. We would appreciate the opportunity to discuss this matter further at your convenience.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

Get more templates here:

<https://www.lettersandtemplates.com/letters/apology-letter-for-miscommunication>