

Formal apology for staff misconduct

Subject: Formal Apology Regarding Staff Interaction

Dear [Patient Name],

I have been made aware of the inappropriate interaction you experienced with a member of our staff during your visit on [Date]. After investigating this matter thoroughly, I can confirm that the behavior you encountered does not meet our standards of professional patient care.

Specifically, [acknowledge the inappropriate behavior without making excuses]. This treatment was unacceptable, and I personally apologize for the disrespect and discomfort you experienced.

The staff member involved has been [disciplinary action taken], and we are implementing additional training programs to ensure this type of incident does not occur again.

We value every patient and are committed to providing respectful, compassionate care to all individuals who trust us with their health. Your feedback is crucial in helping us maintain these standards.

I would welcome the opportunity to meet with you personally to discuss how we can restore your confidence in our practice.

With sincere apologies,

[Medical Director/Practice Manager Name]

[Title]

[Medical Facility Name]

Get more templates here: <https://www.lettersandtemplates.com/letters/apology-letter-to-patient>