

Empathetic response to complaint

Subject: Our Sincere Apologies

Dear [Customer Name],

We are truly sorry to learn about your experience with [issue]. Please accept our heartfelt apologies for the inconvenience caused.

We are taking the following steps to ensure this does not happen again: [list actions]. Your feedback is invaluable to improving our service.

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Position]

[Company Name]

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