

Apology for mistake affecting external clients

Subject: Apology and Resolution for [Client Project/Service Issue]

Dear [Supervisor Name],

I need to inform you of an error that has affected our client, [Client Name]. On [date], I [specific mistake that impacted client relationship or deliverables].

The client has been [notified/affected in specific way], and I have already [initial response taken]. I understand this reflects poorly on our team and company reputation.

Resolution steps completed:

- [Immediate client communication]
- [Corrective action for deliverable]
- [Follow-up scheduled]

I am prepared to [take additional responsibility/work overtime/provide compensation] to ensure client satisfaction is restored. I have also reviewed our client protocols to prevent similar issues.

I apologize for putting our client relationship at risk and am committed to rebuilding their confidence in our services.

Respectfully,

[Your Name]

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