

Heartfelt Apology Patient Response Letter

Subject: Our Apologies Regarding Your Recent Visit

Dear [Patient Name],

We deeply regret the experience you encountered on [Date] at [Hospital/Clinic Name]. Your comfort and care are our highest priorities, and we are genuinely sorry that we fell short during your visit.

Please be assured that we have reviewed the circumstances surrounding your complaint and implemented necessary changes to prevent similar issues in the future. Your concerns have been shared with the relevant team members to improve patient care.

Thank you for bringing this to our attention and allowing us the opportunity to make things right.

Warm regards,

[Your Name]

[Title / Department]

[Contact Information]

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