

Dear [Customer Name],

On behalf of [Company Name], I want to sincerely apologize for the negative experience that you had with our customer service team. I understand that our team was not helpful in resolving your issue and didn't provide the level of service that you've come to expect.

We take great pride in giving our 100% every day to provide fast and friendly service to every customer who calls, but in this instance, we failed. We do our best to train all of our representatives on how to properly handle customers issues, but your concern was not handled properly. For that, we are extremely sorry.

Going forward, we are going to take steps to ensure that this situation does not happen again. For starters, we are hosting additional training sessions for customer service call agents, and will require our staff to collect contact information from every customer so we can reach out again in the case of a dropped or mishandled call.

I want to sincerely thank you for bringing this issue to our attention. We are always to improve our customer service, and your feedback is essential to that process. Please do not hesitate to contact me directly in the future if this or another issue arises again.

Sincerely,

[Name]

[Title]