Date:

To

[The Recipient Name]  
[Address]

Dear Ms. Martha,

This letter is being written to you to respond to your complaint filed on 4th August 20XX.

We are extremely sorry that you had to face the rude behavior of our customer service representative. Mr. Mathew was a new hire, and he was not completely aware of the company policies regarding the exchange of the product, which you had come to the store for. He was under the process of training, and we should not have placed him on the front counter to deal with the customers, without the completion of his training.

It was our fault, and we highly apologize for it. Please visit us soon, and your product will be exchanged immediately. If it is inconvenient for you to revisit, and you want us to send our representative to your place, we will arrange that as well. In addition, we have issued a warning letter to Mr. Mathew as well, and we are sending his written apology with this letter as well.

We hope that you will accept ours and Mr. Mathew’s apology. We also hope that you will remove your negative review on our company’s official Facebook page. We will be very grateful to you.

Thank you.

Regards,

Sarah Robson.