Date:

Dear Mr. Jackson,

I am writing this letter in response to your complaint regarding the quality of food at our ABC restaurant on 4th August, 20XX.

As per your complaint, the food that was served to you when you came to our restaurant on 4th August, 20XX, for dinner, was not of good taste and quality. It was your first experience at our restaurant, and you were highly dissatisfied. After your complaint, when we checked, we found that you were right, and the meat was indeed stale. However, we do not have a clue how such a big mistake is possible in the high level of quality governance, that we maintain at our restaurant.

We highly appreciate your feedback, and we highly apologize for your bad experience. We try to serve our customers in the best manner possible, and we try to own our mistakes as well. We have fired our quality control manager, as for us, our customer is always the priority. Furthermore, we would like to offer a free dinner for you with your family, so that we can serve you, and amend our mistake.

Please accept our apology and give us another chance to serve you better. We would await your response.

Thank you and we are extremely sorry again.

Regards,

Samantha Wilson.