Date:

To

[The Recipient]  
[Address]

Dear Mr. Smith,

I am writing this letter to respond to your complaint of experiencing bad customer service, that you lodged on 8th August, 20XX.

First, we would like to thank you for choosing us and purchasing at our store. We highly apologize that our customer service representatives did not handle your exchange of the shirt size well. We admit that they should have taken the responsibility for checking the size availability rather they asked you to contact the customer service helpline. You found difficulty in contacting a representative through the helpline and had to revisit the store and yet in vain.

We have given warnings to the representatives, who mishandled your case. In addition, although there is no justification for your bad experience, we would like you to know that COVID-19 has affected our business greatly, and we had fired many of our trained employees, which is a reason, that you were dealt with by the untrained staff.

We highly regret the whole episode. Please accept our sincere apologies for your experience. Furthermore, you do not have to worry about the exchange. Our representative would visit you tomorrow i.e., 10th August 20XX and make the exchange. As a gesture, we are also sending you a store credit of $50.

We look forward to serving you more.

Thank you.

Regards,

Martha Steven.