

Professional Service Recovery

Subject: Acknowledgement of Service Complaint - Immediate Action Required

Dear [Client Name],

Thank you for your detailed feedback regarding the service issues you experienced on [date]. We have carefully reviewed your complaint about [specific service problems] and want to address your concerns immediately.

Your complaint has been escalated to our service operations manager, who will personally oversee the resolution of this matter. We understand that our service did not meet the standards you rightfully expect from us.

Based on your feedback, we have identified several areas where our service delivery fell short:

- [Specific issue 1]
- [Specific issue 2]
- [Specific issue 3]

We are implementing immediate corrective measures, including additional staff training and process improvements to prevent similar issues from occurring in the future.

To resolve your specific situation, we would like to schedule a meeting with you at your convenience to discuss compensation and future service arrangements. We are prepared to offer [specific remediation] to demonstrate our commitment to your satisfaction.

Please contact me directly at [phone number] or reply to this email to schedule a meeting within the next 48 hours. We are committed to rebuilding your confidence in our services.

Respectfully,

[Name]

Service Operations Director

[Company Name]

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