**[Senders Name]**
[Address line]
[State, ZIP Code]

[Letter Date]

**[Recipients Name]**
[Address line]
[State, ZIP Code]

**[Subject: Normally bold, summarizes the intention of the letter] -Optional-**

Dear [Recipients Name],

Firstly, I'd like to apologize for the rude behavior of one of our crew members, as well as the seemingly dismissive attitude she may have had regarding your concern. We have always worked hard to maintain the high level of our client service, and you can be sure that this incident was an isolated case. Nonetheless, we appreciate your feedback. It has certainly helped us identify weak spots in our training and will surely help us as we strive to provide you with the very best customer service.

Sincerely,

[Senders Name]
[Senders Title] -Optional-

[Enclosures: number] - Optional -
cc: [Name of copy recipient] - Optional -