**1- Unhappy customer response letter**

Respected customer,

We are sincerely apologetic about your experience with our [enter product/service name]. Our new systems started operating just two weeks back and things are still in the process of streamlining. Unfortunately, you had to suffer [enter complain] during this process.

We are working day and night to resolve the issue and hope to fix the problem within this week. We hope you have a pleasant experience next time you visit our branch. Meanwhile please do let us know how maybe help you further.

## 2- Angry customer response letter

Dear customer,

It is indeed unfortunate what happened to you upon hiring our services. Our services are routinely checked for quality control and customer service representatives are given extensive training for excellent customer service. The aggressive behavior of our customer representative has been noted and the organization will investigate the issue further.

Your clientele is very dear to us and we aim to make every effort to please you. We hope you will find kindness in your heart to give us another chance to serve you. Your payment for services will be partially refunded to you.

## 3- Bad customer service response letter

Respected customer,

We regret that you were unable to receive our best customer service on [enter date & location]. The customer representative who worked with you was still under training and therefore unable to guide you properly.

We wish you connect with you again and provide premium customer service as is our motto. Look forward to serving you again.