Date

[Recipient’s name]  
[Recipient’s designation]  
[Company]  
[Company’s address]

Dear Mr./Ms.

I am writing to you to apologize for not taking along the activity material to ABC Institute, for the participants of our capacity building training sessions. I understand that engagement is the core component of our session and my mistake made us look amateur.

I realize that teamwork is important for the delivery of productive outcomes and my neglectful behavior resulted in the negative feedback from the session’s participants.

To retain our client’s satisfaction, I have refunded half of the session cost to our client and apologized for the inconvenience.

For future reference, I have created an inventory for all the sessions along with the resources required for execution. I have also prepared a checklist for each of our sessions and I will ensure to check for all the requirements enlisted in the list before leaving for the upcoming sessions.

I understand that I cannot undo negative feedback marked in our record, but I assure that it will never repeat.

I thank you for your timely intervention and for covering up for the activity, during the session, to minimize the damage to our organization’s reputation. I commit to being more careful.

Thank you for your understanding. Kindly suggest if any further remedial measures need to be taken.

Sincerely,

XYZ