**To**

**[The Manager]  
[The Business Name]  
[Address]**

**Subject: Apology for offensive behavior by [X]**

Dear Mr. ABC,

We are apologetic for the actions shown by Mr. [X] at the desk. The incident took place on [DATE] when Ms. [Y] one of your representatives visited our place for some business. On investigation, we found Mr. [X] guilty of the incident and referred the case to the management for further action. We deeply apologize for all this.

You must believe that the management committee will thoroughly investigate the matter and the finding will be shared with you. We make sure that such incidents will never be repeated.

We have had a very good business relationship and hope that we will be doing business on even better terms in the future.

[Your Name]  
[Designation]  
[Your Business Name]