Company Name or Letterhead  
Address  
City, State Zip

Date

Addressee  
Address  
City, State Zip

Dear Dr. Jones:

Thank you for telling us about the inferior service you received from our employee, Jeanie Wilson. We regret she does not meet the high standards of Kleaning Wizards, Inc.

You are a valued customer. As such, we are going to credit your account next month for $212.00 which equals eight hours cleaning.

Please call our customer service department if you have any other problems. Thank you for your continued patronage.

Sincerely,