[DATE]

Contact Name

Address

Address2

City,

State/Province

Zip/Postal Code

**RE: REPRIMAND**

Dear [CONTACT NAME],

Unfortunately, one of our customers, [NAME], called my office today to inform me that he had been treated in an extremely discourteous manner by you.  
  
[DISCRIBE INCIDENT]

This is, of course, completely against our policy, which is to make every attempt to make sure our Customer Service levels are always maintained and that our customers are always left feeling like their complaint or issue has been resolved.  
  
I am requesting that you please contact said customer and offer your apologies and of course a resolution to their original query/problem.

Kind Regards,

[YOUR NAME]

[YOUR TITLE]

[YOUR PHONE NUMBER]

[YOUREMAIL@YOURCOMPANY.COM]