**Business Letter Block Format Sample**:

(enter your address here)

(enter the date the letter was written)

(enter recipient address here)

RE: (provide a summary header on subject of letter)

Dear Mr/Mrs/Ms (insert name):

I recently received your letter in the post and would like to apologise for the delay in reply. Your letter, regarding your disappointment in the service we provided you (give details), is a top priority and we do not like to leave customers unsatisfied.

As a company, (insert company name), we are working on fixing this problem and are currently organising a team workshop in order to prevent this incident happening again. (give details)

I would like to offer you (insert customer name) a voucher to redeem with (enter company name) to show our sincere appreciation for the comments that you sent us and to make sure that your next experience with us is a good one.

I hope that we will see you soon at (enter company name) and I apologise again for the problem (enter details).

Thank you,

(hand signature)

(insert name)

(insert company details)

Enclosed with this letter: (list enclosures)