Dear Ms. Carlysle:  
  
Thank you for taking the time to tell us why our service failed to meet your expectations.

We value your business, and would like to address your concerns as quickly as possible.

I understand your frustration, and I sincerely apologize for any inconvenience we have caused you.

Please know that I will personally be handling your case, and will be in contact with you on a regular basis, until this issue is resolved to your satisfaction.

It is my goal to restore your confidence in our company by solving this problem and preventing it from happening again.

Thank you again, for your honest feedback. I hope to have the pleasure of serving you again in the future.

Sincerely,