

Apology Email to Customer for Delay in Service

Subject: We are Sorry!

Dear Mr. / Mrs. [Last Name of the Customer],

I am writing this email to apologize to you since you had to experience a delay in our services. Actually, our complaint system was shut down from [mention Date] to [mention Date]. This shut down was caused due to the quarterly repairs and maintenance of the system. This was the reason that we could not take your complaint.

I am extremely sorry for this inconvenience and would like to request you that please submit your complaint now using our Customer Care Portal on our company's official website. We will record your complaint and try to resolve it as soon as possible.

Sincerely,

[Sender Name]

[Sender Designation]