**LETTER TEMPLATE**

**APOLOGY LETTER FOR MISTAKE**

Dear [recipient’s name],

I (we) acknowledge I (we) was wrong in [explain the mistake].

I (we) understand how frustrating it was for you to discover [what happened]. Kindly accept my (our) sincere apologies for any incontinence caused because of the mistake.

I (we) acknowledge that I (we) was wrong and I (we) take full responsibility for the mistake. The error was due to [the reason for the error]. It hardly happens, and I (we) believe it was because of [reason].

As a company, we have put in place adequate measures to make sure a repeat of the same never happens in days to come.

In the meantime [offer a solution.]

We are thanking you for understanding.

Yours Sincerely,

[Name]