

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:
Name
Address Line 1
Address Line 2
City, State Zip Code

Date

Name
Company
Address Line
City, State Zip Code

Re: Apology for Misconduct of Employee – Business to Customer

Dear :

{Name of Company} aims to make every customer feel as comfortable as possible when shopping at our store. We strive to make you, the valued customer, feel as much at ease as your would in your own home.

With this in mind, we were in as much shock as you were regarding the incident that occurred Date. We hold our employees to the highest levels and expectations regarding conduct. We do not allow or expect our employees to conduct psychological experiments on our customers, regardless if it is for the betterment of the country. Please excuse the psychological questionnaire regarding honesty supplied with your receipt. I have spoken with the employee involved with the incident and that employee has been reprimanded appropriately.

Please accept this apology on behalf of {Name of Company}. If you have any questions, please do not hesitate to contact us.

Sincerely,

N A M E