Apology Email For Offensive Behavior Of Customer Service Agent

Hi Troy,

I want to apologize for my colleague’s behavior in your call yesterday. Here at Acme, we don’t tolerate this kind of behavior, but we failed to protect you this time. You had every right to be angry and I’m very sorry you had to go through this experience.

I’d like to mention my colleague has been let go. It was the only thing that made sense after we listened to your recorded call. I know this doesn’t make up for your rightful frustration, but we promise to do anything possible to keep these situations from happening in the future.

Regarding your issue, I’d be happy to resolve it for you. Please let me know if we should hop on a call at your convenience.

Thank you for your patience and I sincerely apologize again.

Bob