

**Sender's Name and Title**

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**Sender's Company/Organization (if applicable)**

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**Date**

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**Recipient's Name and Title**

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**Recipient's Company/Organization (if applicable)**

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**Salutation**

*e.g., Dear [Recipient's Name]:*

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**Opening Statement**

*State purpose of the letter (apology)*

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**Explanation (Optional)**

*Briefly explain the situation/factors*

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**Acknowledgment of Responsibility**

*Take responsibility and acknowledge impact*

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**Apology Statement**

*Clearly state your apology*

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**Remedy/Resolution**

*Describe steps taken to resolve/prevent recurrence*

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**Closing Statement**

*Express understanding, willingness to discuss further, gratitude, etc.*

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**Complimentary Close**

*e.g., Sincerely, Respectfully, etc.*

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**Signature**

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**Sender's Printed Name**

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**Sender's Title**

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