

Senderâ€™s Name and Title

Senderâ€™s Company/Organization (if applicable)

Date

Recipientâ€™s Name and Title

Recipientâ€™s Company/Organization (if applicable)

Salutation

e.g., Dear [Recipientâ€™s Name]:

Opening Statement

State purpose of the letter (apology)

Explanation (Optional)

Briefly explain the situation/factors

Acknowledgment of Responsibility

Take responsibility and acknowledge impact

Apology Statement

Clearly state your apology

Remedy/Resolution

Describe steps taken to resolve/prevent recurrence

Closing Statement

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

Complimentary Close

e.g., Sincerely, Respectfully, etc.

Signature

Senderâ€™s Printed Name

Senderâ€™s Title
