**Negative Feedback Template**

To manage negative feedback, focus on acknowledging their concerns, apologizing for the issue, moving the conversation out of the public view, and acting on a solution. Below is a template you can use to address any negative feedback.

*Dear [Customer's Name],*

*Thank you for sharing your feedback with us. We're truly sorry to hear about your experience. Your concerns are important to us, and we want to make it right.*

*Could you please provide more details via direct message or email [Your Contact Information]? We'll investigate this issue promptly and work on a resolution.*

*Again, we apologize for any inconvenience you've experienced, and we appreciate your valuable feedback.*

*Best regards,*

*[Your Name]*

*[Your Business]*