



Comment [KH1]: Add your regional logo

Dear Patient,

In response to your concern regarding the efficiency of your McLaren doctor's office we would like to take the time to thank you for expressing your thoughts and to appreciate the inconvenience this must have caused you. We understand the disappointment you have experienced and are working diligently to ensure further inconvenience is avoided.

The offices of McLaren Medical Group strive to provide the highest quality care to the patients it serves. Unfortunately, quality service breakdowns sometimes take place. However, you can rest assured that if a breakdown happens, we act quickly and effectively to establish the level of trust you have come to expect with McLaren Health Care.

As a token of our appreciation and apology, please accept the enclosed gift card along with this letter as our promise to you that corrective action towards your concern has been taken. If there is anything that we can do to minimize your inconvenience in regard to this matter, please do not hesitate to contact us.

Sincerely,

Operations Manager
McLaren Medical Group