***LETTER TEMPLATE - Cleanliness***

Dear [MR/MRS LAST NAME],

I hope this letter finds you well. I am writing regarding concerns you raised about your visit/admission to [DEPARTMENT/UNIT] on [DATE]. Specifically, you shared your concerns regarding the cleanliness of the room. I want to apologize for the distress you have experienced and thank you for bringing these concerns to our attention.

We understand that a hospital stay is challenging and having additional concerns can add to this stress. We always want to provide quality care for our patients in a healing environment, and I regret the experience we provided you did not meet these expectations. Be assured the issues you raised have been addressed with leadership in the Environmental Services Department which is committed to preventing these issues from occurring again and impacting others. Without your feedback, this would not be possible.

Should you have any further questions regarding your stay with us, please call me at [CONTACT NUMBER].

Thank you once again for the opportunity to respond to your concerns.