ReviewDingo

TEMPLATES

NEGATIVE REVIEW RESPONSES

Negative Review Response Templates

It's never easy coming up with the right thing to say when a disgruntled customer or patient leaves a negative review.

We have created 10 templates below to help you respond to online negative reviews in a professional way. You are welcome to copy and paste them when responding to negative reviews at your business. Just make sure to change any [placeholder] text with your information.

Review Response #1

Please accept our sincerest apologies for [problem]. We would love the chance to make this right and would like to invite you back to [business name] for [#] % off your next visit.

Review Response #2

When a customer takes the time to leave a review online, we listen! We want to apologize for [problem] and let you know that we have taken the necessary steps to ensure that this doesn't happen again. Please know that your experience was an isolated occurrence and that the management and staff would love another chance at impressing you.

Review Response #3

It is our goal to treat every person that walks through our doors as a VIP customer. When our team falls short of that standard and a customer walks away dissatisfied, then we have a real problem. We want to apologize for your less-than-outstanding experience and would like to invite you back in to show you just how amazing our team can be.

Review Response #4

We hear you loud and clear! Your feedback is more than understandable. We appreciate that you took the time to let us know and we will be implementing your suggestions in the near future. Visit us again to see what a difference your review made.

Review Response #5

We greatly value the opinions of our customers. At [business name] we work hard every day to ensure that our customer’s needs are being met. Thank you very much for your review.

Review Response #6

Everyone has an off day - even amazing businesses. I'd like to apologize for this unfortunate [incident/confusion/inconvenience]. Please give us a second chance and see the stuff we are really made of. Visit us again and receive a [%] off your next visit.

Review Response #7

We apologize for the unfortunate experience and regret that it happened at all. Our #1 goal is customer satisfaction. While we can apologize for this unfortunate situation, sometimes that's just not enough to say we are sorry. We invite you to contact our store manager at [phone number] and let us know how we can make it up to you.

Review Response #8

It's understandable that you would be upset after [experience]. We definitely do not want to lose you, or anyone, as a customer as a result of this bad experience. Please contact our general manager at [phone number] and let us know how we can better serve you.

Review Response #9

Your opinion is very valuable to us at [business name]. We take each and every customer suggestion into consideration. Thank you very much for your review.

Review Response #10

A dissatisfied customer is rare and we take your feedback very seriously. Please accept our deepest apology for your unfortunate experience.

We hope you enjoyed your Review Response Report. You should now be well prepared when responding to negative reviews if and when they arise.

Final Thoughts

We hope these Top 10 Negative Review Response Templates will help you to professionally respond to any situation. However, preventing online reviews that can damage your business is a much better strategy.

Did you know that Review Dingo can auto-respond to online reviews in a matter of seconds? Now you can quickly generate online reviews from your customers while allowing their negative feedback to be handled internally giving you an opportunity to avoid a negative online review and immediately fix a potential problem with your customer.

Try our **FREE 7-day proof of concept challenge**. Give us 7 days and we'll get you more online reviews. It's that simple.

Click here to get started.