Negative Google Review Response Examples

These sample responses follow a recommended pattern, but are just examples, not intended for simple copy/paste.

Without editing, the responses will likely come across as generic and insincere. It is recommended that each response be edited to match your circumstances, and the specific case under review.

The more personalized your response (whilst protecting privacy), the better.

Example 1 2
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Example 8 12
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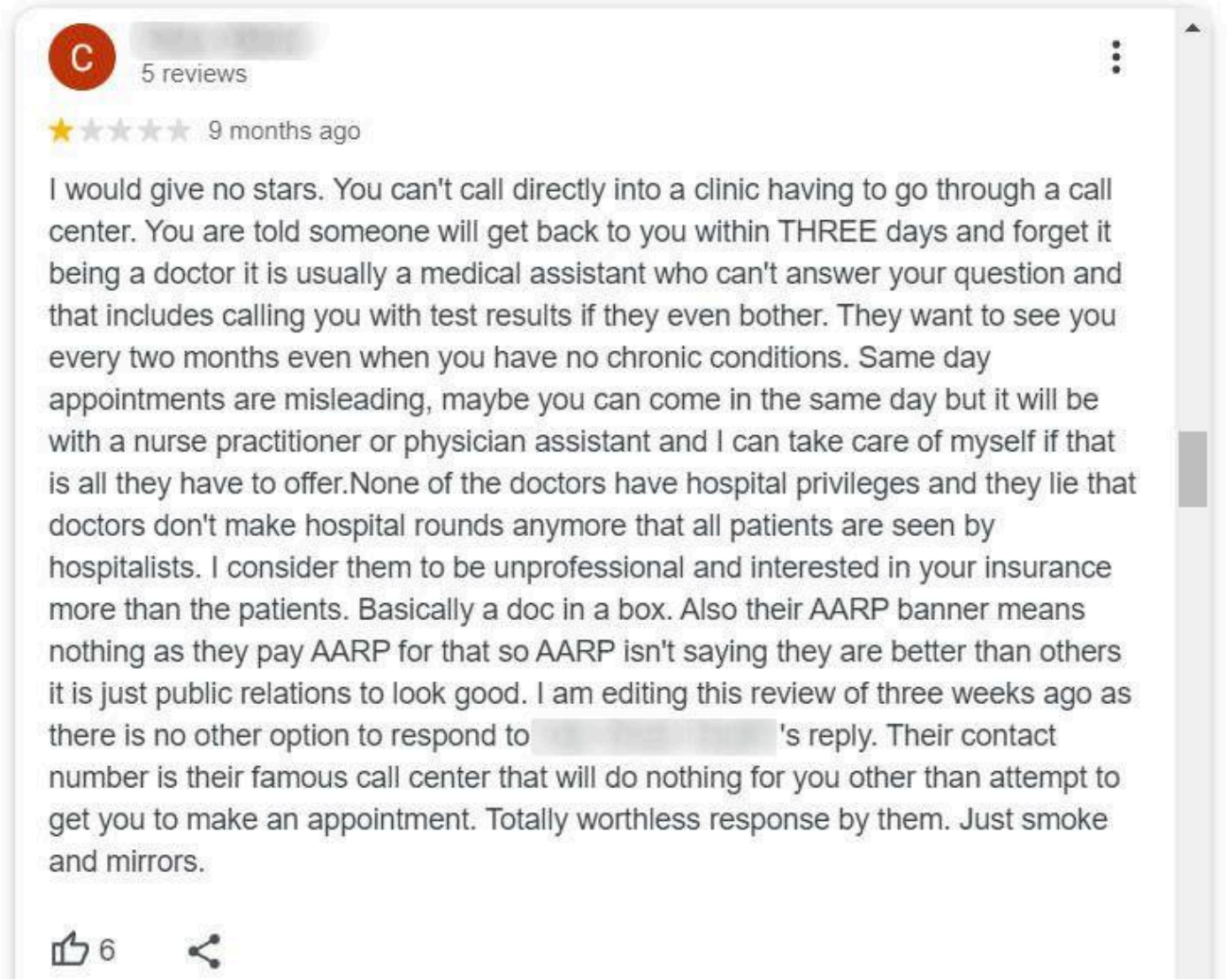
Example 9 Response 14
Example 10 15
Example 10 Response 15
Example 11 16
Example 11 Response 16

Example 1



Example 1 Response

Thank you for sharing your feedback. We sincerely apologize for the frustration and inconvenience you experienced. We strive to provide the best care for our patients, and your input helps us identify areas for improvement.

We understand that the call center experience can be frustrating, and we are actively working on improving our response times and communication processes. Our goal is to ensure that all patients receive timely and effective communication regarding their health concerns and test results.

Regarding the frequency of visits and the availability of same-day appointments, we always aim to balance patient needs with our clinicians'

availability to provide the best possible care. We regret that this balance did not meet your expectations.

We value transparency and want to assure you that our affiliations and partnerships are in place to enhance patient care and support. We are committed to addressing your concerns and improving our services.

We would appreciate the opportunity to discuss your experience further and find a resolution. Please contact our office directly at [contact information] so we can assist you personally.

Thank you for bringing this to our attention.

Sincerely,
[Doctor's Name]
[Medical Practice Name]

Example 2

Example 2 Response

Thank you for sharing your feedback. We deeply regret to hear about your recent experience and the concerns you have raised. Our priority is to provide the highest quality care and to ensure the well-being of our patients. We appreciate your comments and take them seriously as they help us improve our services.

To address your specific concerns, we would like to discuss this matter further with you directly. Please contact our office at [phone number] or [email address] so we can better understand the situation and work towards a resolution.

Thank you again for bringing this to our attention. We are committed to making the necessary improvements to ensure a positive experience for all our patients.

Sincerely,
[Doctor's Name]
[Medical Practice Name]

Example 3

Example 3 Response

Thank you for taking the time to share your experience at [Practice Name]. We deeply regret the mix-up with your appointment and the wait time you endured.

We understand how frustrating this can be and apologize for any inconvenience this caused.

Your feedback is valuable to us as it helps us identify areas where we can improve our services.

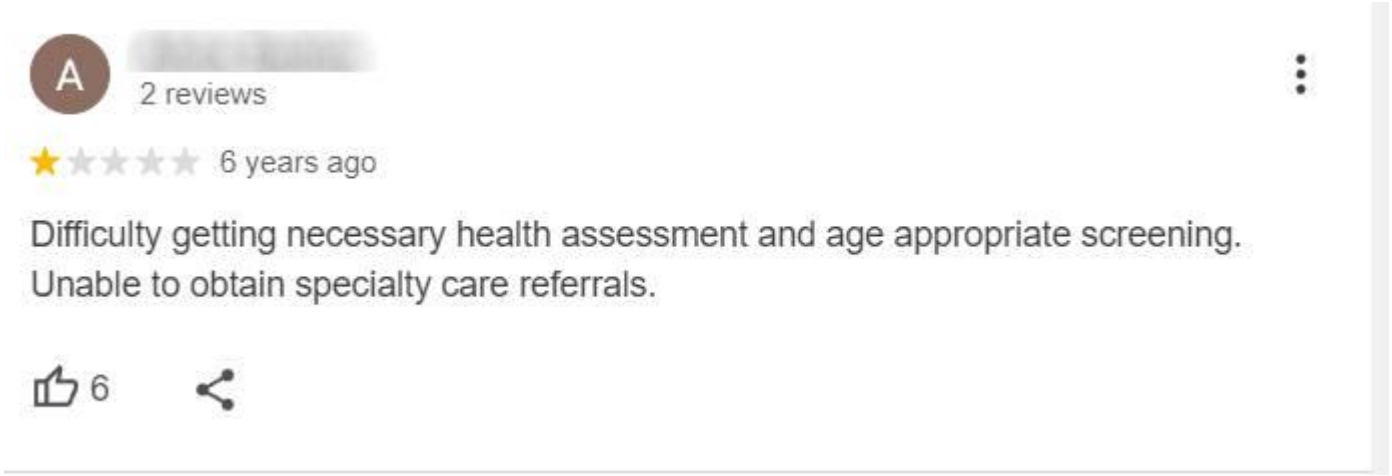
We strive to provide all our patients with the best possible care and will be reviewing our appointment scheduling procedures to prevent such issues in the future.

We would appreciate the opportunity to discuss your experience further and address any additional concerns you may have. Please contact our office directly at [phone number] or [email address] at your earliest convenience.

Thank you again for your feedback and for allowing us the chance to improve.

Best regards,
Sincerely, [Doctor's Name] [Medical Practice Name]

Example 4



Example 4 Response

Thank you for your feedback. We are sorry to hear about your difficulties in obtaining the necessary health assessments and specialty care referrals.

Your experience is important to us, and we strive to provide comprehensive care to all our patients.

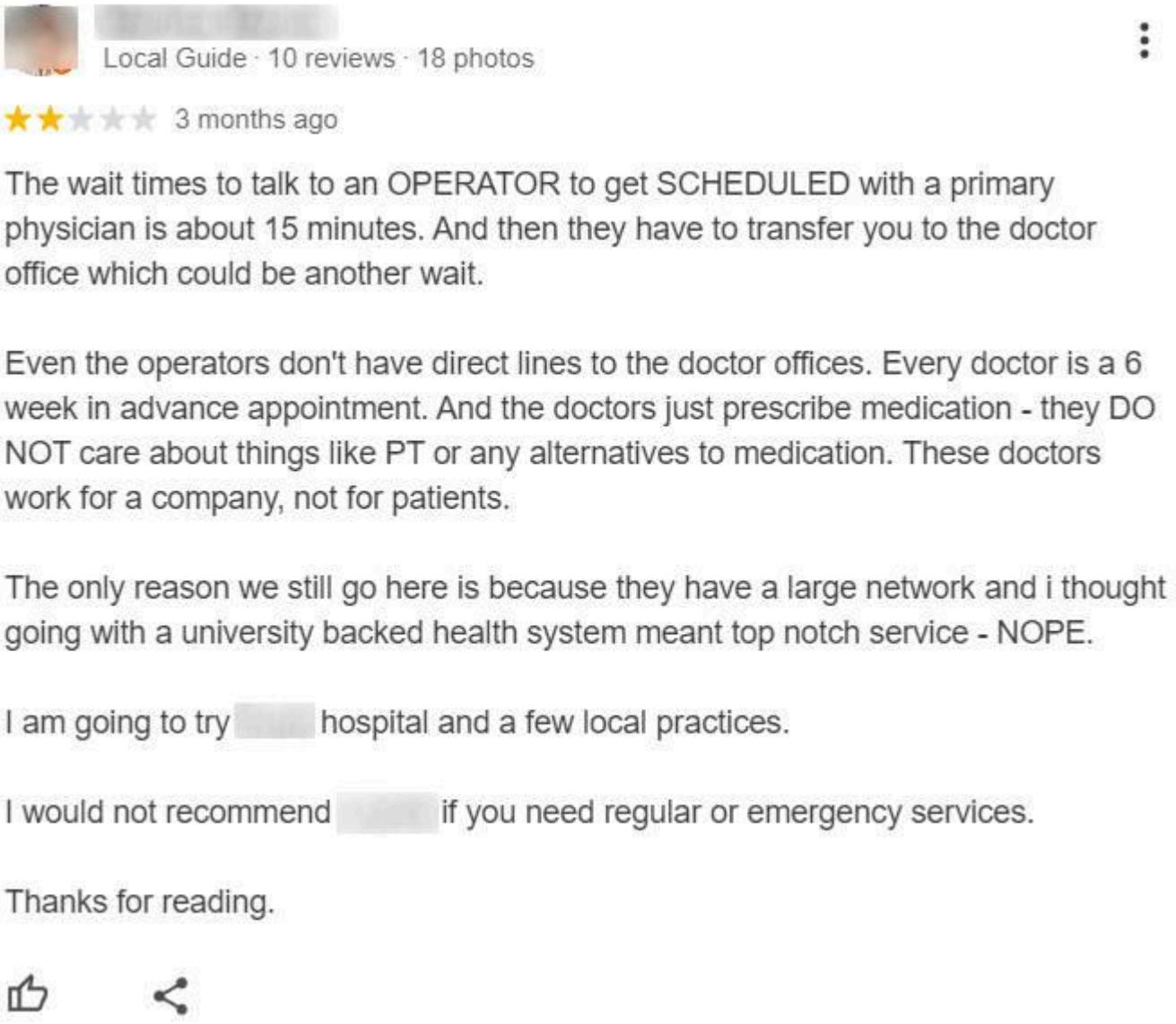
We would appreciate the opportunity to discuss your concerns further and see how we can assist you better.

Please contact our office directly at [Phone Number] or [Email Address] so we can address your specific needs.

Thank you again for bringing this to our attention. We value your input and are committed to improving our services.

Sincerely,
[Your Name]
[Your Position]
[Practice Name]

Example 5



Local Guide · 10 reviews · 18 photos

3 months ago

The wait times to talk to an OPERATOR to get SCHEDULED with a primary physician is about 15 minutes. And then they have to transfer you to the doctor office which could be another wait.

Even the operators don't have direct lines to the doctor offices. Every doctor is a 6 week in advance appointment. And the doctors just prescribe medication - they DO NOT care about things like PT or any alternatives to medication. These doctors work for a company, not for patients.

The only reason we still go here is because they have a large network and i thought going with a university backed health system meant top notch service - NOPE.

I am going to try hospital and a few local practices.

I would not recommend if you need regular or emergency services.

Thanks for reading.

Example 5 Response

Thank you for your feedback. We apologize for the inconvenience you experienced with our scheduling process and wait times. We understand how frustrating it can be and are working to improve our system to better serve our patients.

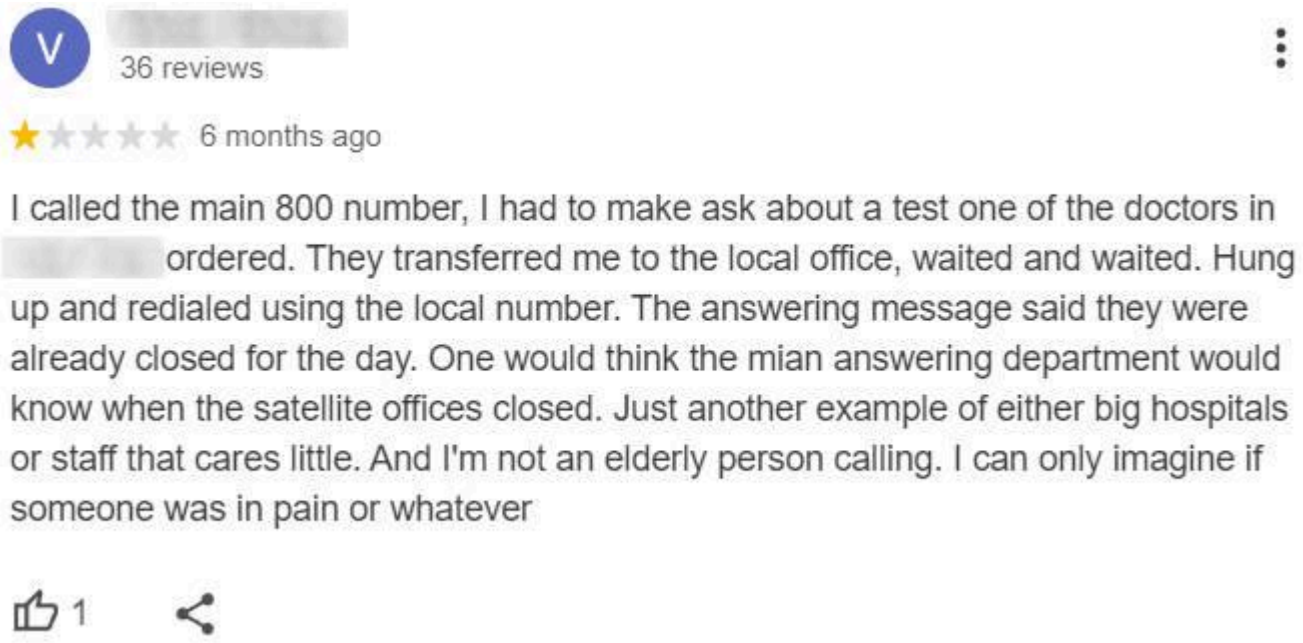
Your comments about the availability of appointments and the approach to treatment have been noted.

We strive to provide comprehensive care, including exploring all treatment options tailored to each patient’s needs. We value your input and will use it to enhance our services.

Please feel free to contact us directly at [contact information] so we can address your concerns more personally and ensure you receive the care you deserve.

Thank you for giving us the opportunity to improve.

Example 6



Example 6 Response

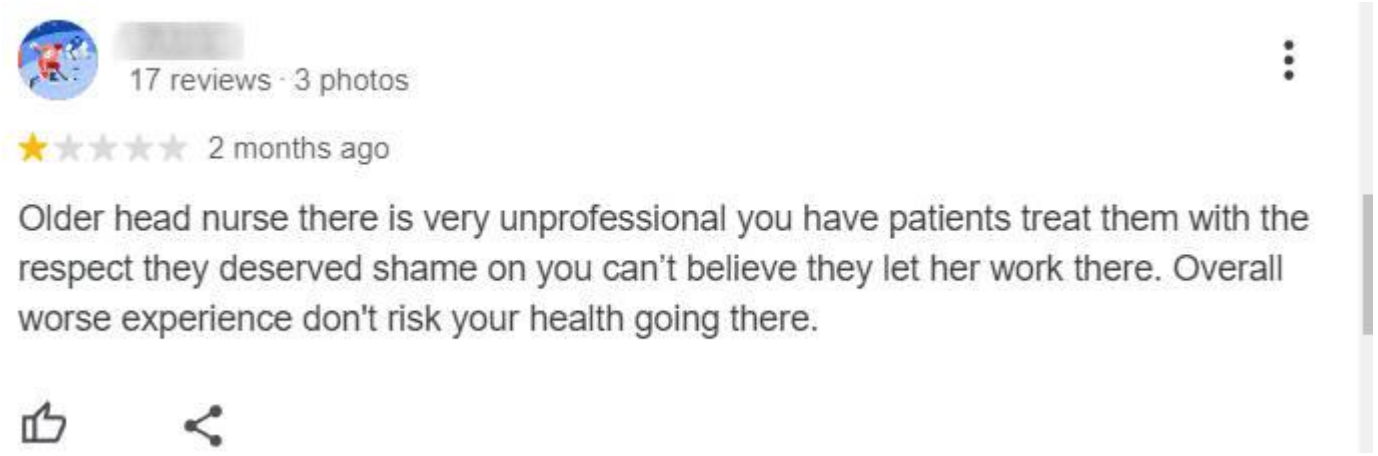
Thank you for taking the time to provide your feedback. We sincerely apologize for the inconvenience you experienced when trying to reach our Oak Park office. We understand how important it is to have timely communication, especially regarding medical concerns.

We appreciate you bringing this issue to our attention and will review our phone handling procedures to ensure our main answering department is fully aware of our satellite office hours. Your feedback helps us improve our services for all patients.

Please contact our office manager directly at [Phone Number] or [Email Address] so we can address your concerns more personally and ensure you receive the information you need. Thank you for your understanding and patience.

Best regards,
[Your Name]
[Your Position]
[Medical Practice Name]

Example 7



Example 7 Response

Thank you for sharing your feedback with us. We sincerely regret that your experience did not meet your expectations.

At [Practice Name], we strive to provide respectful and professional care to all our patients, and we take your concerns very seriously.

We appreciate you bringing this to our attention and would like to address the matter further to ensure such experiences do not occur in the future.

We would very much welcome you contacting us directly at [contact information] so we can discuss your concerns in detail and work towards a resolution.

Your feedback helps us improve our services, and we are committed to making the necessary changes to enhance patient satisfaction.

Sincerely,
[Your Name]
[Your Position]
[Practice Name]

Example 8

Example 8 Response

Thank you for taking the time to share your experience with our practice. We sincerely apologize for the difficulties you encountered while trying to schedule an appointment.

Your feedback is invaluable to us, as it helps us identify areas where we can improve our services.

We are truly sorry for the inconvenience caused during your interaction with our call center. We understand how frustrating it can be when you're not feeling well and have difficulty scheduling an appointment.

We strive to provide all our patients with efficient and compassionate service, and it appears we fell short in this instance.

To address your concern, we will review our verification procedures to ensure they are as smooth and patient-friendly as possible.

Additionally, we will provide further training to our call center staff to enhance their ability to assist patients effectively.

We appreciate your loyalty to our doctors and want to ensure that your future interactions with our practice are positive.

Please feel free to contact our Patient Relations Department directly at [contact information] so we can address your concerns in more detail and assist you in scheduling your appointment.

Thank you for bringing this to our attention. We are committed to making the necessary improvements to serve you better.

Sincerely,

[Your Name]
[Your Position]
[Medical Practice Name]
[Contact Information]

Example 9

Example 9 Response

Thank you for taking the time to share your feedback and for your kind words about Dr. [Doctor’s Name].

We sincerely regret the frustration you've experienced with our phone system. We understand how important efficient communication is and are actively working to address these issues.

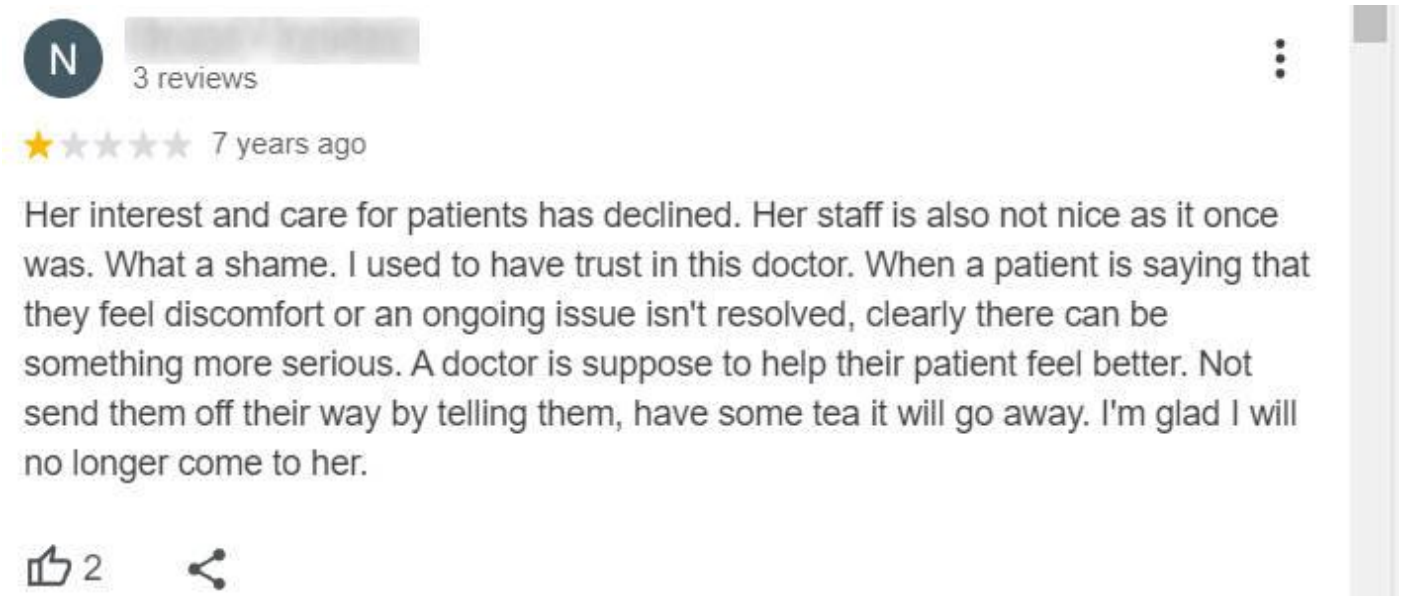
We truly value your input and would appreciate the opportunity to discuss your concerns further.

We would appreciate you contacting our office directly at [contact information] so we can assist you more effectively.

Thank you for your patience and for helping us improve our services.

Sincerely,
[Your Name]
[Your Position]
[Practice Name]
[Contact Information]

Example 10



Example 10 Response

Thank you for sharing your feedback.

We are very sorry to hear about your experience and appreciate your concerns regarding the care and service you received.

Your feedback is important to us as it helps us improve our practice and patient care.

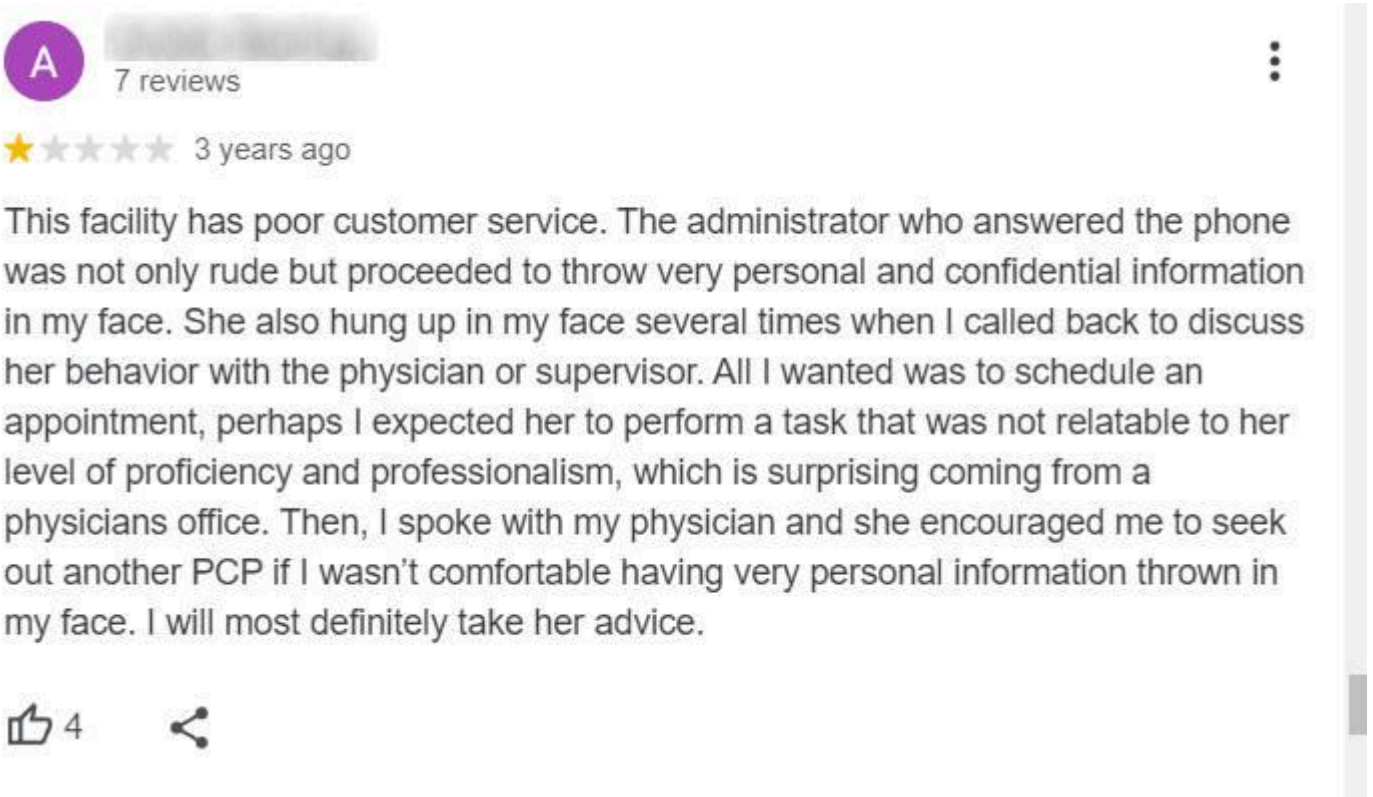
We take all patient concerns seriously and would like the opportunity to address your specific issues directly.

Please contact our office at [Phone Number] or [Email Address] so we can discuss your experience in more detail, and work towards a resolution.

Thank you for bringing this to our attention.

Sincerely,
[Doctor's Name]
[Practice Name]

Example 11



Example 11 Response

Thank you for bringing your concerns to our attention. We deeply regret to hear about your experience and sincerely apologize for any distress caused.

We take patient feedback very seriously as it helps us to continually improve our service.

We assure you that the behavior you described is not reflective of the standards we uphold at our practice. Your comments have been shared with our administrative team to prevent such incidents from occurring in the future.

To protect your privacy and confidentiality, we would like to discuss your concerns further offline. Please contact us directly at [Phone Number] or [Email Address] so we can address your situation personally and ensure it is resolved to your satisfaction.

Thank you for your understanding and patience.

Sincerely, [Physician's Name] [Medical Practice Name]