

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

Customer Service Department
BNSF Railway Company
[Address of BNSF Customer Service]
[City, State, Zip Code]

Dear BNSF Customer Service,
Subject: Formal Complaint

I am writing to formally express my complaint regarding [specific issue, e.g., service disruption, cargo damage, etc.] that I experienced on [date of incident].

Details of the incident are as follows:

- ****Incident Date:**** [insert date]
- ****Location:**** [insert location]
- ****Tracking Number (if applicable):**** [insert number]
- ****Description of Issue:**** [provide a brief description of the problem and any relevant details]

I have attempted to resolve this issue by [explain any previous attempts to address the issue, e.g., calling customer service, filing a report, etc.], but unfortunately, [describe the outcome].

I kindly request that you investigate this matter and provide a resolution. I believe that customer satisfaction is important to BNSF and look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]
[Your Signature (if sending a hard copy)]