

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]
[Recipient Name]
[Title/Position]
[BNP Lab Name]
[Lab Address]
[City, State, ZIP Code]

Dear [Recipient Name],

I am writing to formally express my concerns regarding the issues I have encountered with the services provided by BNP Lab.

On [date of incident], I experienced [describe the specific issue, e.g., delayed test results, inaccurate results, poor customer service]. This situation has caused [explain how it has affected you, e.g., stress, health concerns].

Despite my attempts to resolve this matter by [describe any previous actions taken, such as contacting customer service or speaking to a staff member], I have not received a satisfactory response or resolution.

I would appreciate if you could [suggest a resolution, e.g., a re-testing of samples, a prompt response, or additional support].

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]