

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

Customer Service Team
BP P.L.C.

[BP Address]
[City, State, ZIP Code]

Dear BP Customer Service Team,

I am writing to formally express my dissatisfaction with the service I received at your [Location/Station Name] on [specific date].

My experience began when [describe the issue briefly, e.g., "I encountered a long wait time" or "the staff was unhelpful"]. This situation was frustrating because [explain how it affected you, e.g., "I was in a hurry" or "I expected better service"].

Furthermore, [include any additional details, such as the unprofessional behavior of the staff or product issues]. This level of service falls short of my expectations as a loyal BP customer.

I hope you will address this matter promptly and ensure that improvements are made to prevent such experiences in the future.

Thank you for your attention to this important issue. I look forward to your response.

Sincerely,
[Your Name]