

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

Customer Service

BP

[BP Corporate Address]  
[City, State, Zip Code]

Dear BP Customer Service,

Subject: Formal Complaint Regarding Service Issues

I am writing to formally express my dissatisfaction with the service I experienced at your [specific location/store name] on [date of incident]. During my visit, I encountered the following issues:

1. [Describe the first issue clearly and concisely]
2. [Describe the second issue, if applicable]
3. [Describe any additional issues, if necessary]

Despite my attempts to address the situation with the staff on-site, I did not receive a satisfactory resolution. This experience has left me disappointed, as I have always valued BP's commitment to quality service. I would appreciate it if you could investigate this matter further and provide feedback on how you intend to rectify such situations in the future.

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

Sincerely,

[Your Name]