



Dear Customer

Bracklesham Bay Post Office®
Previously located at: 2 Bracklesham Lane, Bracklesham Bay, PO20 8HP

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community. We received 42 responses and the branch is due to open on Wednesday 16 October 2019 at 13:00.

Key points raised:

- Parking
- Access and space inside the store
- Staff training

Response to key points:

Parking

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However, I have conducted a further review of parking and I can confirm there is parking available at the new premises. I am therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

Access and space inside the store

We are mindful of the needs of all our customers including those with mobility issues. Currently there is a step at the entrance to the new premises, however planning permission has been submitted for a ramp and handrail to be installed.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

Staff Training

The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

We hope that you will enjoy using the new Post Office.

Yours sincerely

Dean Morris

Dean Morris
Multiple Account Executive