



Coaltown of Wemyss Post Office® is changing

We recently asked your views on some key areas about our plans to change your Post Office to one of our new-look **local** branches. We received **2** submissions about the possible changes and we've now finalised our plans for the change to your branch which is scheduled to reopen on Friday 13 April 2018. A summary of some of the main changes for you are provided below. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

We asked why you use this Post Office and what you like about it.

You said..... you did not make any comments about why you use this Post Office and what you like about it.

You'll be glad to know that most of what you like about your branch won't change. Your new Operator is keen to provide the same high standard of service as is currently received. The new style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated, meaning that customers can be served quickly and efficiently and transactions processed more quickly.

We asked for your comments about the changes to the branch.

You said..... you said that you are concerned about privacy when carrying out transactions at an open plan counter.

We fully recognise people can be wary of change and we are pleased that you took the time to let us know what's concerning you. Although the local style format is a different way of providing a service, security or privacy is not compromised. As with any other branch we have robust security procedures in place and anyone handling Post Office transactions including new staff will be fully trained on all operational and service issues including customer privacy. I would also like to reassure you that when we are talking with the operator we work with them to make sure there is an appropriate level of privacy at the Post Office till point and discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

The new style Post Office will operate from an open plan counter, located at the retail till, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

We asked for your comments about any changes to the opening hours.

You said..... that you welcome the longer opening hours.

We already have over 2000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

We asked if you have any comments about the change to the range of Post Office products and services at the branch if the change goes ahead.

You said..... that you would like a wide range of products and services to be provided at the branch.

The new-style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated meaning that customers can be served quickly and efficiently and transactions processed more quickly. You may need to go to an alternative Post Office for a small number of transactions which are more complex or manual, paper based transactions, like Parcelforce Worldwide International Parcels. But the majority of services will still be available, including the acceptance of Royal Mail international letters, parcels up to 2kg and printed papers up to 5kg.

The small number of services that will no longer be available at Coaltown of Wemyss Post Office will continue to be offered at Crossroads Post Office.

We asked for your comments about the potential closure period during the refurbishment or access to other branches in the area.

You said..... that the potential closure period is acceptable providing it is kept to a minimum.

We recognise that even a short term closure will be inconvenient, for which we apologise. However we've been working with the Operator to keep the closure to a minimum and we will ensure that the nearest alternative branches are displayed and publicised. We've also given you 2 weeks' notice of the closure period, so you have time to make necessary alternative arrangements.

Please look at the poster displayed in branch for more details about the change.

We'd like to thank all those who took the opportunity to let us have their views about the changes.

How to contact us:



postofficeviews.co.uk



comments@postoffice.co.uk



FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.