



Dear Customer

Quorn Post Office®
14 Station Road, Quorn, Loughborough, LE12 8BS
Modernising your Post Office

I'm delighted to tell you that we've decided, with the postmaster's agreement, to change the above Post Office branch to one of our new main style branches.

This change is part of the ongoing modernisation of our branch network. Over the last five years we have transformed over 7,500 branches so more customers can access Post Office products and services in a modern and friendly environment, often over longer hours including Sundays. We are confident that introducing a main style branch alongside a successful retail store is the most effective way to safeguard sustainable Post Office services in the local community into the future.

Your new Post Office branch

Customers would access Post Office services in a modern environment alongside the operator's retail. Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It will be in a dedicated area of the store with two screened positions. The same range of Post Office products and services would be available over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with main style branches stands at 95 per cent.

Your new-look Post Office is scheduled to open at the current location on Wednesday 29 August 2018 at 13:00 - it will need to close for refurbishment on Tuesday 14 August 2018 at 17:30. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. I've included details of other Post Office branches in the area that customers can use during the refurbishment and some useful information about the change. Posters will now be displayed in branch so customers are aware of the change.

Getting in touch

I'm happy to answer any questions you may have about the new service. Please contact the National Consultation team, whose contact details are provided overleaf.

We look forward to welcoming customers to their new main Post Office branch.

Yours faithfully

Ann Murphy

Anne Murphy
Area Network Change Manager

How to contact us:

postofficeviews.co.uk
comments@postoffice.co.uk
FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like a copy of the Code it is available on our website at: postofficeviews.co.uk, or by contacting us. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

| Quorn Post Office information sheet | | | | |
|--|---|---|------------|---------------|
| Post Office opening hours | Current | | New | |
| | Mon | 09:00 – 17:30 | Mon | 09:00 – 17:30 |
| | Tue | 09:00 – 17:30 | Tue | 09:00 – 17:30 |
| | Wed | 09:00 – 17:30 | Wed | 09:00 – 17:30 |
| | Thu | 09:00 – 17:30 | Thu | 09:00 – 17:30 |
| | Fri | 09:00 – 17:30 | Fri | 09:00 – 17:30 |
| | Sat | 09:00 – 12:30 | Sat | 09:00 – 17:30 |
| | Sun | Closed | Sun | Closed |
| | Products & Services | The same range of products and services will still be available with the addition of Car tax and a wider selection of on demand travel money. | | |
| Accessibility | There will be a low level serving counter and a hearing loop. | | | |
| Serving positions | There will be two screened serving positions. | | | |
| Current Post Office branch closes for refurbishment | | New style Post Office branch opens | | |
| Tuesday 14 August 2018 at 17:30 | | Wednesday 29 August 2018 at 13:00 | | |

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Alternative branches:**Barrow On Soar Post Office**

9 High Street
Barrow On Soar
Loughborough
LE12 8PY

Opening times

| | |
|-----------|---------------|
| Monday | 09:00 – 17:15 |
| Tuesday | 09:00 – 17:15 |
| Wednesday | 09:00 – 17:15 |
| Thursday | 09:00 – 17:15 |
| Friday | 09:00 – 17:15 |
| Saturday | 09:00 – 12:30 |

Services

The same range of services will continue to be available with the addition of Car tax however excluding On Demand Travel Insurance.

Access and facilities

This branch has a wide door and steps at the entrance.

Transport/parking

There is a free car park within 68 metres of the branch. There is a frequent bus service available between Quorn branch and this Post Office service. The nearest bus stop is outside the branch.

Route

This Post Office service is located approximately 1.2 miles away from Quorn branch, along varied terrain.

Mountsorrel Post Office

77 Leicester Road
Mountsorrel
Loughborough
LE12 7AJ

Opening times

| | |
|-----------|---------------|
| Monday | 09:00 – 17:30 |
| Tuesday | 09:00 – 17:30 |
| Wednesday | 09:00 – 17:30 |
| Thursday | 09:00 – 17:30 |
| Friday | 09:00 – 17:30 |
| Saturday | 09:00 – 12:30 |

Services

The same range of services will continue to be available with the addition of Car tax.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

Roadside parking is available nearby. There is a frequent bus service available between Quorn branch and this Post Office service. The nearest bus stop is 59 metres away.

Route

This Post Office service is located approximately 1.8 miles away from Quorn branch, along varied terrain.
