



## **Froxfield 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 **15** submissions about the possible changes and we've now finalised our plans for the change to your branch. 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.....that you use this Post Office as it is conveniently located and easy to park nearby. You also said that you use this branch for a wide variety of services.**

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.....that you welcome the changes to the branch. However, some of you are concerned about having the Post Office and retail counters together, as this may cause longer queues and increase waiting times.**

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. There will be clearly signposted, queues for Post Office and retail customers in order to ensure that queue times are kept to a minimum. During identified busy periods and to help manage waiting times, the Operator is expected to manage staffing levels at retail and Post Office service points appropriately.

Additionally, your new Post Office counter will be located at the end of the retail till, on the left hand side of the shop as you enter.

### **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 welcome the changes to the products and services.**

I am pleased to let you know that the majority of products and services will continue to be available at the new branch.

**Comments about any potential closure period during the refurbishment or access to other branches in the area.**

To make this change happen, the branch will need to close for refurbishment on Tuesday 27th March 2018 at 13:00. Your new-look Post Office is scheduled to open at the current location on Thursday 29 March 2018 at 13:00.

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



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FREEPOST Your Comments

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