



Dear Customer

**Mawgan Post Office®  
Mawgan, Helston, TR12 6AT**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with the change to opening hours of the above Post Office.

We received a number of comments from customers during the consultation period. This feedback mainly in support of our plans, as the community welcomed the reduction of hours of Post Office services to Mawgan. I am therefore confident that this is the correct course of action to take. The revision of hours will allow us to maintain service to customers in Mawgan

The revised opening times will commence from Monday 2 October 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

Further details of the new service are provided at the end of this letter.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 223555

Thank you for considering our proposal.

Yours faithfully

*Lewis Horn*

**Lewis Horn  
Network Operations Manager**

## How to contact us:

- 🖨️ [postofficeviews.co.uk](http://postofficeviews.co.uk)
- 📧 [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
- ☎️ Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55
- ✉️ FREEPOST Your Comments

**Please note this is the full address to use and no further address details are**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



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 copies of the Code they are available in branch, or by contacting us or on our website at: [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office). 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.

**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03452 66 01 15.**

## Details of the new service:

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### Mawgan Post Office

Mawgan  
Helston  
TR12 6AT

### Services

The same range of services will continue to be available.

### Access and facilities

No change

### Transport/parking

No change

### Route

No change

### Current 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
Sunday	Closed

### Opening times

Monday	08:30-13:00
Tuesday	08:30-13:00
Wednesday	08:30-13:00
Thursday	08:30-13:00
Friday	08:30-13:00
Saturday	08.30-13:00
Sunday	Closed

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