



Dear Customer

Mendlesham Post Office®
Kings Head Public House, 6 Old Market Street,
Mendlesham, Stowmarket, IP14 5SA

Local Public Consultation Decision

We are writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Premier Mendlesham Bakery & Convenience Store, 42 Old Market Street, Mendlesham, Stowmarket, IP14 5SA, where it will operate as one of our new local style Post Office branches.

We received 15 individual responses from customers and local representatives during the local public consultation period. In the main, comments welcomed the ease of access and longer opening times the new branch would provide. This feedback helped me to understand customers' views and was taken into account before finalising our plans.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as possible. Access at Premier Mendlesham Bakery & Convenience Store is level with wide doors at the entrance.

Internally, the new branch will be built in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the shop and access Post Office services without difficulty.

Staff will be fully trained in Post Office transactions and staffing levels aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. I am also pleased to let you know that we are enhancing the range of products which will be available and customers will still be able to transact manual banking and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment.

The change also means that Post Office opening times will be longer than those currently provided. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Tuesday 17 April 2018, with the new branch opening, at Mendlesham Bakery & Convenience Store, at 13:00 on Friday 20 April 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Stowmarket Post Office, 23 Ipswich Street, Stowmarket, IP14 1AH
- Stoke Ash Post Office, The Orchard, Stoke Ash, Eye, IP23 7EW
-

This information is also available on the Post Office Consultation Hub at [posto](#)

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.




Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

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.

Mendlesham Post Office information sheet															
Address	Premier Mendlesham Bakery & Convenience Store 42 Old Market Street Mendlesham Stowmarket, IP14 5SA														
Opening hours	<table border="1"> <tbody> <tr> <td>Monday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Tuesday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Wednesday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Thursday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Friday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Saturday</td> <td>09:00 – 13:00</td> </tr> <tr> <td>Sunday</td> <td>Closed</td> </tr> </tbody> </table>	Monday	09:00 – 17:00	Tuesday	09:00 – 17:00	Wednesday	09:00 – 17:00	Thursday	09:00 – 17:00	Friday	09:00 – 17:00	Saturday	09:00 – 13:00	Sunday	Closed
Monday	09:00 – 17:00														
Tuesday	09:00 – 17:00														
Wednesday	09:00 – 17:00														
Thursday	09:00 – 17:00														
Friday	09:00 – 17:00														
Saturday	09:00 – 13:00														
Sunday	Closed														
Distance	160 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access will be level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available outside the premises.</p>														
Retail	Convenience store														
Date of Relocation	Friday 20 April 2018 at 13:00														

Mendlesham Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
	✓
Payment by cheque	
	✓
Other products are available at Stowmarket Post Office, 23 Ipswich Street, Stowmarket, IP14 1AH	Opening times: Mon – Sat 06:00 – 23:00 Sun 07:00 – 23:00