



Mullion 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 102 submissions about the possible changes. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

We've now finalised our plans and your new-look Post Office is scheduled to open at its original location on Thursday 23 August 2018.

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

You said.....that you use this Post Office for a wide variety of services. You also said that you use this branch as it is conveniently located and the staff are friendly and efficient.

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 are concerned about having the Post Office and retail counters together, as this may cause longer queues.

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.

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 two new Post Office counters will be located at the rear of the store.

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

You said.....that you welcome the longer opening hours, as it would benefit customers unable to visit the Post Office during working hours.

When the new branch opens customers will benefit from longer opening hours:

Monday – Sunday 07:00 – 22:00

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 to see more products and services available at this branch.

I am pleased to let you know that the range of products will remain the same at the new branch and customers will still be able to transact manual banking and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment.

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

You said.....that travelling to alternative branches has been inconvenient for many people.

We recognise that the closure of this branch has been inconvenient, for which we apologise. However we've been working with the operator to re-open the branch as soon as possible.

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 call 03452 66 01 15 or Textphone 03457 22 33 55.