



Dear Sir/Madam

Disley Post Office®
26 Market Street, Disley, Stockport, SK12 2RY

Changes to your Post Office® - tell us what you think

We're talking to the Postmaster about the possibility of making some changes to the above Post Office and we'd like you to tell us what you think about the changes before we finalise our plans.

What's happening?

We're investing in our branches across the Post Office network to make them more modern and convenient for you and our Postmasters who run them. As part of this programme of investment and modernisation we are talking to the Postmaster about the possibility of changing your branch to one of our new style local branches. This would mean:

- Post Office services would be offered from a till on the retail counter in a modern open plan branch
- If the change goes ahead the branch would be open for longer:
Mon – Fri 07:30 – 18:30 & Sat 08:00 – 17:00. (Current opening times are: Mon - Fri 09:00 – 17:30 & Sat 09:00 – 12:30)
- Customers will still have most of the Post Office products and services they're used to but some services will no longer be available at this branch. These services are currently available at the branch listed overleaf, and some products, like travel insurance, are available online or by telephone. Please look over the page for details of product availability
- The branch may need to close for up to seven days during April/May 2017 while the refurbishment takes place

You can help shape your service in this store

We want to know what's important to you and would like you to tell us what you think about the changes; particularly on the following areas:

- Why do you use this Post Office and what do you like about it?
- Do you have any comments about the changes to the branch? For example, the Post Office till would be on the retail counter in your newly modernised branch, therefore are there any measures you would like to see in place about the proposed location of the Post Office till or the queuing area.
- Do you have any comments about any changes to the opening hours?
- Do you have any comments about how you will access the Post Office products and services that will no longer be available at the branch if the change goes ahead?
- Do you have any comments about the potential closure period during the refurbishment or access to other branches in the area?

You can share your views on the changes to your Post Office through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 17043299

postofficeviews.co.uk

You may also give us your comments in the following ways:

postofficeviews.co.uk
comments@postoffice.co.uk
Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55

FREEPOST Your Comments
**Please note this is the full address to use
and no further address details are required.**

Want to tell us what
you think right here and
now – scan here.

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



We'll accept responses up to and including 1 March 2017. We won't be replying to you individually but we will write to you again after the above date to let you know how we've considered the feedback. All responses received will be provided to the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

When would the changes happen?

We are planning to make these changes in April//May 2017. We'll put a poster up in branch at least two weeks before to let customers know the exact date and to tell them how we've considered the feedback. We'll make sure any disruption caused by the refurbishment is kept to a minimum. The following branch will be happy to provide customers with Post Office services during this period.

- Mew Mills Post Office, Torr Top Street, New Mills, High Peak, SK22 4BS

We'll also be asking customers for their feedback again once the changes have taken place. A questionnaire will be available in branch for customers to complete shortly after their new look branch opens.

Yours faithfully

Damian Mulholland
Area Manager

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 03457 22 33 55.

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. 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.

Frequently Asked Questions.

Why are you looking to make this change?

This change is part of major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Limited. The Programme is underpinned by Government investment which will see up to 8,000 branches modernised and additional investment in up to 3,000 community and outreach branches.

Will my transactions still be private?

In most cases Post Office and shop customers queue together but the Post Office service point will be clearly signed. A low level serving screen helps to aid privacy and there would be enough space for people to wait back from those being served. Post Office training also covers the protection of confidential information and personal data.

What about security?

We can't go into detail about specific security arrangements in order to safeguard those people working at and using Post Office branches but there would continue to be appropriate security measures in place, as well as robust procedures and guidelines which postmasters and their staff are required to follow. All of which helps contribute to a secure environment.

Will people still be properly trained?

Our customers deserve to receive the best possible service. Post Office training packages are provided to postmasters so that any person they employ who would be handling Post Office transactions is trained to Post Office standards, just as you'd expect.

Will there be enough space?

To make sure any changes meet with Post Office accessibility standards, an assessment is carried out on what the proposed layout might look like following conversion. This includes having space to wait for service, adequate turning circle space for wheelchair users where appropriate and keeping entrance areas and shopping aisles free of any obstructions, so people have a clear access route to the Post Office service point.

Can I see the floorplans?

The feedback we get from customers and local representatives helps us to deliver the change with the postmaster, including the final layout. Once the change takes place, will be asking customers for their feedback on how they are finding their new style service.

Will I have to wait longer to be served?

The new style branch is designed to handle straightforward transactions which can be carried out quickly and efficiently. Post Office services will also be available whenever the shop is open so customers can choose to visit the branch at a time more convenient to them.

Will I still be able to do business banking?

Staff at the branch will be happy to speak to customers about their individual requirements and transaction limits for their specific transaction.

Will I still be able to leave my mail securely?

Mail will be held safely at the branch ready for collection by Royal Mail.