



Dear Sir/Madam

**Lytchett Matravers Post Office®**  
**1 Purbeck Parade, Lytchett Matravers, Poole, BH16 6BQ**

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

We're talking to the operator about 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?**

There's an exciting programme of investment and transformation taking place across the Post Office network, helping to make our branches more modern and convenient for you and for the operators who run them. We're talking to the operator about changing to one of our new-style local branches and if the change goes ahead:

- Customers will still be able to get most of the Post Office products and services you're used to however for a small number of services you may need to visit an alternative Post Office, go on-line or, telephone our customer helpline. Details of product availability are provided overleaf

**What's next?**

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

- Why you use this Post Office and what you like about it
- 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
- If you have any comments about access to other branches in the area

There's also a list of frequently asked questions provided at the end which you may find useful.

It's easy to let us have your feedback by completing our convenient online survey via the following link [postofficeviews.co.uk](http://postofficeviews.co.uk) and entering the unique code for this branch 21150899. Some of the questions won't be applicable but full instructions are given at the start of the questionnaire.

If you have a QR scanner on your mobile phone, all you need to do is scan here:



Customer information materials are also being displayed in branch and details are published on our website too at [postofficeviews.co.uk](http://postofficeviews.co.uk)

We'll be accepting comments up to and including 11 October 2017.

You can also let us have your comments in the following ways:



[postofficeviews.co.uk](http://postofficeviews.co.uk)



FREEPOST Your Comments  
**(This is the full address to use.  
No further address or name details are required)**



[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)



Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55

Please note that items sent by Freepost take 2 working days to arrive and don't include Saturday or Sunday. Therefore please do allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

We won't be responding to you individually however the feedback received will be taken into consideration as we finalise plans with the operator. We'll write to you again outlining the main comments received and our response to these and also to explain the final plans for the branch. All of the 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're planning to make these changes in November/December 2017 and 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.

The following branch will be happy to provide customers with Post Office services during this period.

- Upton Post Office, 4 Poole Road, Upton, Poole, BH16 5JA

We'll also be asking customers for their feedback once the changes have taken place and details will be available in branch shortly after the new look branch opens.

Yours faithfully

*Annete Thomas*

**Annete Thomas**  
**Area Manager**

**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.**

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.postofficeviews.co.uk](http://www.postofficeviews.co.uk). 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.

**Lytchett Matravers Post Office® services available**

**Your operator 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](http://www.postoffice.co.uk)**

	Current branch	New branch
<b>Mail</b>		
First & Second Class mail	✓	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	✓	✓
<b>Withdrawals, deposits and payments</b>		
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	✓	✓
<b>Bill payments</b>		
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Transcash (without barcode)	✓	✓
<b>Driving</b>		
Car tax	✓	✓
<b>Licences</b>		
Rod fishing licences	✓	✓
<b>Travel</b>		
Pre-order travel money	✓	✓
On demand travel money	Euro	Euro
Travel insurance referral	x	✓
On demand travel insurance	✓	x
<b>Mobile Top-ups &amp; E vouchers</b>		
Mobile Top-ups & E vouchers	✓	✓
<b>National Lottery Terminal</b>		
National Lottery Terminal	✓	✓
<b>Payment by cheque</b>		
Payment by cheque	✓	✓
Products marked x are available at <b>Upton Post Office</b> Post Office, 4 Poole Road, Upton, Poole, BH16 JA		Opening times: Mon - Fri      09:00 - 17:30 Sat                09:00 - 13:00

## **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.

### **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.

The feedback we get from customers and local representatives helps us to deliver the change with the postmaster. 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.

### **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.