



Dear Customer

**Mullion Post Office® branch
Nansmellyon Road, Mullion, Helston, TR12 7DQ**

Local public Consultation Decision

Thank you for taking the time to provide feedback on our proposal for the above Post Office. The local public consultation on the proposal to move Mullion Post Office from its current location to The Chocolate Factory, Mullion Meadows, Mullion, Helston, TR12 7HB ended on 09 March 2016. I'm now writing to let you know the outcome of the local public consultation and our final decision on the proposed move.

During the local public consultation we received a number of comments from customers and local representatives. Some feedback was in favour of the move, as they were in favour of retaining a Post Office service in Mullion. Other feedback raised concerns about the location of the proposed new site and the impact the move would have on customer access to our services. This feedback helped me to understand customers' concerns and was taken into account before making a decision.

In the main, comments focussed on the location of the proposed site, which is on the outskirts of the village, and the distance to the new location, which was said to be too far to walk, without a direct bus service and the impact the move would have on customer access to our services, particularly for elderly and less mobile residents. There was also concern about parking during the summer.

After careful consideration we have decided not to proceed with the proposed move of Mullion Post Office to The Chocolate Factory. In making our decision, we have taken into account all relevant factors including the responses we received as part of the consultation process.

The branch will therefore continue to operate from its existing location for the time being. In line with our Code of Practice, any proposed new location would be subject to a further 6-week period of local public consultation.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 224555

This communication is being carried out in accordance with the Code of Practice for changes to the network, which we have agreed with Citizens Advice. If you'd like a copy of the Code, it's available in branch, by contacting us or on our website at: www.postoffice.co.uk/transforming-post-office.

Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Simon Drinkwater".

**Simon Drinkwater
Regional Network Manager**

How to contact us:

- 🖨️ 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.

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. 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 03457 22 33 55.