

Email from customer to Customer Care

Date: 14.03.2025

[REDACTED]

[REDACTED]

Email: [REDACTED]

Date of Transaction/Visit: 10/3/2025

Customer Postcode: [REDACTED]

Branch Details: Mount pleasant post office

Complaint Topic: Length of queue

Additional Information: It always one counter open
long queu all the time want to know how many counter should open on Monday Wednesday
Thursdays
cash machine out of order or most of the time no cash in it
safety issue while queuing
this is always happened but because community don't complaining that's why taking
advantage
letterbox closed from nearly two years
need urgent action

Desired Outcome: You have to ring me and discuss
need sudden visit to check quite few times
same problem at [REDACTED] [REDACTED] as well

[REDACTED]

Email from Customer Care to customer

Date: 19.03.2025

Dear 

I'm writing to let you know that we've received your complaint.
Thanks for taking the time to tell us what happened. Regardless of the outcome, we're sorry that our service didn't meet your expectations.

What happens next?

Your complaint will be allocated to a Complaint Handler soon, and we'll keep you updated throughout your complaint. As we investigate, it may be that we need more information from you to understand what went wrong. We'll be in touch if this is the case.

We aim to resolve all complaints within 15 working days of receipt. For some more complicated issues, we may need a little more time. We'll let you know if this is the case.

Then we'll inform you of the outcome of your complaint.
We know making a complaint can be a stressful process, but rest assured we take every complaint seriously and will be in touch throughout the process.

Need to give us more information?

If you need to get back in touch with us in the meantime, you can reply directly to this email.
Please don't edit the email 'subject' as this is what links your reply to your existing case with us.

Sincerely,



Customer Support

Post Office Ltd

Call note on case:

Created on: 20/03/2025 11:02

 Phone Call from: P [REDACTED] Closed    

Call to customer

Spoke to customer who expressed his concerns

- only one counter is ever open
- long queues
- boxes everywhere creating health and safety issues
- Post box closed for two years
- No money in cash machine

Advised more than one counter should be open but we're aware not always possible due to staff issues. He wanted a more concrete answer so I offered to contact branch. Apologised for wait time. Informed him parcels should be stored securely so they don't get damaged and aren't a health and safety hazard. Advised him Post Boxes are the responsibility of RM so couldn't confirm reason for closure. Confirmed the cash machine is currently operating as normal

Said I would call him back after speaking to the branch regarding the lack of counters open






Modified On: 20/03/2025 11:02

[View less](#)



Call note on case:

Created on: 20/03/2025 12:57

 Phone Call from: P [REDACTED] Closed    

Call to branch

Spoke to [REDACTED] who confirmed there are always two or more counters open. Staff may briefly step away if they're accepting a parcel delivery or dealing with another service. She claimed if they didn't have enough counters open the Area Manager would say something to them

Modified On: 20/03/2025 12:57

[View less](#)



Call note on case:

Created on: 21/03/2025 10:58

 Phone Call from: P [REDACTED] Closed    

Call to customer

Spoke to customer and advised that two or more counters are always open. He said this was a lie. I informed him I'd pass this over to the AM so they can observe the branch. He wanted an email from AM or me confirming what is going to be done in branch. I said this needed to be kept private and confidential but assured him we'll work with the AM to ensure the service provided is improved

Modified On: 21/03/2025 10:58

[View less](#)



Email from Customer Care to Area Manager**Date: 21.03.2025**

A colleague in the Customer Support Centre (CSC) has raised a referral as they need your support to help resolve a customer issue. You can find details of the referral and the support requested of you below.

Please address/investigate this appropriately, and reply to this email directly within 2 working days - our case will update automatically.

AM Action Required	<p>Can you keep a check on things in branch, ensuring the following:</p> <ul style="list-style-type: none"> - At least two counters are always open - The ATM is working and filled with cash - Boxes aren't left in any available space to prevent any health and safety risks <p>Thank you</p>
CSC Case Reference	[REDACTED]
CSC Case Handler	[REDACTED]
Is this an Executive Complaint?	NO
Branch Code / Name	[REDACTED] -Mount Pleasant
Has the branch been contacted? (if contact made, what has been discussed/agreed?)	Yes - branch confirmed two or more counters are always open
Complaint Category	CCU ATM CCU Out of Order CCU N/A
Complaint Summary	<ul style="list-style-type: none"> - A complaint was submitted regarding the long queues at the Mount Pleasant post office, citing that only one counter is open frequently, leading to safety concerns while queuing. - The customer reported that the cash machine is often out of order or lacks cash, and a letterbox has been closed for nearly two years,

	indicating ongoing issues. - The customer also claimed boxes are strewn about making the branch a health and safety risk
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Customer Support Team
CX - Service Delivery & Contact Centres



Email from Area Manager to Customer Care
Date:24.03.2025

Pls see response from the Branch

Regards,



DMB Area Manager
London

Email from Area Manager to branch
Date: 21.03.2025

From: [Redacted] >
Sent: 21 March 2025 11:11
To: [Redacted]
Subject: Fw: Customer Support Referral - Action Required ([Redacted]-Mount Pleasant)
CRM:0618303207

Classification: Internal

Hi [REDACTED]

Can you pls review the complaint

Regards,

[REDACTED]

DMB Area Manager

London

Email from branch to Area Manager

Date: 21.05.2025

From: [REDACTED]

Sent: 21 March 2025 13:21

To: [REDACTED]

Subject: Re: Customer Support Referral - Action Required ([REDACTED]-Mount Pleasant)

CRM:0618303207

Classification: Internal

Good Afternoon [REDACTED]

Regarding this complain

On Wednesday afternoon i only had three members of staff in all day, and there is always two staff member's serving as a minimum at anyone time. The only time it would look like there is only one serving is when the other colleague is getting a parcel for a customer from the backroom. When this incident occurred it was around 15:00 when we had a large delivery of drop and go from our regular customer where they had put some boxes by the side of the door entrance near the counter. This had no impact on any customers coming in or going out of the office. There has never been boxes lying around the office floor as stated in this report.

Regarding the ATM they have never been out of cash , they are always in services. There are a occasion when there has been a cash trap devices put in the machine then they would be out of service. This is out of my control totally. As i can only put it back in service if the branch is open.

There was not a long queue in the branch at the time of this incident. Customer had to wait longer as one colleague was doing a taxi licence and the other colleague went to get an evri parcel.

Regards,



Email from Customer Care to Area Manager

Date: 25.03.2025

Good Morning,

Thank you for passing this over to the branch.

Kind Regards,

