

0

#36155795

Snooze

Priority

StatusPending

Assigned ToYou

(in Post Office)

Due2 days

@PostOffice

Agent View Response

Welcome Response

Private

Branch

Customer Misadvised / Ove

Complaint (-)



@PostOffice

P
Aurorum

Private

Hi there, would it be possible to confirm whether it's possible to get proof of postage for postcards? I've just had a rather unpleasant experience with a staff member saying "if you're going to that extent [to get proof of postage], I'm not going to help you - get it elsewhere, I have a queue of people with actual problems" - and I'm slightly puzzled! I've always been able to get proof of postage with no problems at other branches - has something changed? Thanks very much.

Apr 28, 2025 at 1:46 PM

Hide 4 tags

Metadata

English

Country

@PostOffice

Customer Misadvised / Ove

Complaint (-)

@PostOffice Private

Welcome
Response

Thanks for your message 🙌 Someone from the team will reply to you shortly, usually within two working hours.

The team work between between 8am to 6pm Monday to Friday and 8am to 3:30pm on Saturday. If it's a bank holiday then we'll be closed.

Apr 28, 2025 at 1:46 PM

Add tags

Metadata

@PostOffice Private

e
[redacted]
[redacted]

Hi, it's absolutely possible and straightforward. It also wouldn't have taken any time at all as it's just typing a postcode in and generating a printout. Can you tell me which branch this was? [redacted]

Apr 28, 2025 at 1:58 PM

2 tags

Metadata

[redacted]
Aurorum

@PostOffice
Private

Thank you - I just went to another branch and had no issues at all! It was the Mount Pleasant branch - would appreciate if their guidance was clearer, but more importantly, if they'd just be a little more patient. I've had quite literally hundreds of interactions with Post Office staff and this is the only time I've left with a negative experience or the feeling they were hostile. But I'm glad it's resolved now, and thanks for your help.


Apr 28, 2025 at 3:46 PM

3 tags

Metadata

@PostOffice Private



Thank you for confirming that. We'll make sure this is shared internally. I'm glad you got it sorted elsewhere. - 

Apr 29, 2025 at 8:13 AM

2 tags

Metadata