
From: Saf ismail [GRO]
Sent: Tue 04/07/2023 9:06:39 PM (UTC)
To: Martin Roberts [GRO] Pete Marsh [GRO]
Cc: Nick Read [GRO] Elliot Jacobs [GRO]
Subject: Yateley Post Office
Attachment: Screenshot_20230704_215221_WhatsApp.jpg

Hi Martin / Pete

Please can you call me tomorrow morning before 11am ideally to discuss the attached letter.

I am extremely disappointed after everything this PM has been through, we have put this communication out without informing her.

This is unacceptable and she is fuming as it was shown to her by a customer.

The number of issues this PM has been through shows we still have a very long way to go as a business. We need to ask some serious questions about our organisation and our people, are we really changing the culture within our organisation? Are we trying to be postmaster centric?

Regards

Saf Ismail

[GRO]