



Dear Customer

Alveley Post Office®
Previously located at: 60 Alveley, Bridgnorth, WV15 6NG

I am writing to confirm that we have re-opened the Hosted Outreach Post Office service at Alveley Community Centre, 2 Arden Way, Alveley, Bridgnorth, WV15 6NR.

We received 2 individual responses from customers and local representatives during the local public consultation period. The comments received centred on the reduced opening hours and also the delay in commencing the Hosted Outreach Post Office.

Due to operational reasons the service did not commence on Tuesday 9 January 2018 as previously advised and please accept our apologies regarding this. I can confirm the Hosted outreach service commenced on Tuesday 20 February 2018 and is operating on Tuesdays and Thursday between 12:00 and 14:00.

The core Postmaster from Potters Cross Post Office has identified an opportunity to provide the Hosted Outreach service from inside the Alveley Community Centre. We do understand that for some customers the opening times may be less convenient than for others. However, we do consider that the new opening times reflect customer usage, and will allow us to maintain a Post Office service to the community for the longer term. We will continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the Hosted Outreach service meets the needs of our customers in the local community.

Posters will now be displayed at the Alveley Community Centre to let customers know about this decision.

Further details of the new service are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 238246.




Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

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. 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.

Details of the new service:

Alveley Post Office information sheet

Alveley Post Office information sheet						
Address	Alveley Community Centre 2 Arden Way Alveley Bridgnorth WV15 6NR					
Post Office Opening hours	<table><tr><td>Tuesday</td><td>12:00 - 14:00</td></tr><tr><td>Thursday</td><td>12:00 - 14:00</td></tr></table>		Tuesday	12:00 - 14:00	Thursday	12:00 - 14:00
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Distance	Approximately 290 metres from the previous branch along varied terrain.					
Products & Services	Majority of the Post Office products and services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.					
Accessibility & Accessibility works	Access and facilities Access is via a ramp with handrail at the entrance. Internally, there will be a hearing loop and space for a wheelchair. Transport/Parking Parking is available at the Community Centre car park.					
Date of opening	Tuesday 20 February 2018					