



Dear Customer

Ballygrant Post Office®
Ballygrant Village Hall, Ballygrant, Isle of Islay, PA45 7QR

I am writing to confirm that we have proceeded with our proposal to re-open a Hosted Outreach Post Office service at the above location.

We received one individual comment from the local representative during the consultation period. The feedback centred on the reduced opening hours and some customers who may have difficulty getting access to Post Office services via alternative Post Office branches. This feedback enabled me to improve my understanding of concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

Due to operational reasons the service did not commence on Monday 5 February 2018 as previously advised and please accept our apologies regarding this. I can confirm the Hosted Outreach Post Office service commenced on Tuesday 22 May 2018 and is operating on Mondays between 13:30 - 15:30.

The core Postmaster from Bowmore Post Office has re-opened the Hosted Outreach service from inside the Ballygrant Village Hall. 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.

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 can use the search function to find this letter either by entering branch name, postcode or the unique branch code 574470.




Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Kenny Lamont".

Kenny Lamont
Regional Network Change 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:

Ballygrant Post Office

Ballygrant Village Hall
Ballygrant
Isle of Islay
PA45 7QR

Opening times

Monday	13:30 - 15:30
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Services

The same range of services will continue to be available.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

There is a car park outside the branch.

Route

Located at the same Post Office branch inside the Village Hall.
