



Dear Customer

Baycliff Post Office®
Mylingarth, Coast Road, Baycliff, Ulverston, LA12 9RJ

Local Public Consultation Decision

I am writing to confirm that we have proceeded with our proposal to introduce a Hosted Outreach service in Baycliff. The previous branch closed on 16 November 2017, with the new branch opening, at The Fishermans Arms Hotel, Coast Road, Baycliff, Ulverston, LA12 9RJ on 22 November 2017.

We received no comments from customers or local representatives during the consultation period. I have carefully considered my original proposal and with the recent closure of the previous service, I am confident that the relocation of Baycliff Post Office is the correct course of action to take. Further details of the new service are provided at the end of this letter.





You can also find a copy of this letter on our website 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 316418.

Thank you for considering our proposal.

Yours faithfully

Kenny Lamont
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
 -  comments@postoffice.co.uk
 -  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
 -  FREEPOST Your Comments
- Please note this is the full address to use and no further address details are**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



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.

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.

Details of the new service:

Baycliff Post Office

The Fishermans Arms Hotel
Coast Road
Baycliff
Ulverston
LA12 9RJ

Opening times

Wednesday	12:30 – 14:30
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Services

A wide range of products & services are still available.

Access and facilities

There are two entrances at the premises. The main entrance has steps with a grab rail, and the second entrance has a ramp.

Transport/parking

There is a car park outside of The Fishermans Arms Hotel.

Route

200 metres away from the previous branch, along varied terrain.
