



Dear Customer

**Beech Road Post Office®**  
**Previously located at: 12 Beech Road, St Albans, AL3 5AS**

We re-opened the above branch at Shell King William Service Station, 2 Beech Road, St Albans, AL3 5AS on 26 February 2018. Please accept my apology for late notification.

We received 13 individual responses from customers during the consultation period. The feedback welcomed the re-opening as it enabled us to restore Post Office services to St Albans community and the extended opening hours the new premises would provide.

I have carefully considered our original proposal, and the feedback received during the public consultation period. I am confident that the new branch is suitably located and will meet the needs of our customers in the local community.

Posters will now be displayed locally to let customers know about this decision.

This information is also available on the Post Office Consultation Hub at [Postofficeviews.co.uk](http://Postofficeviews.co.uk).




Thank you for considering our proposal.

Yours sincerely

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

Philippa Newey  
Area Network Change Manager

How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

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](http://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:

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#### **Beech Road Post Office**

Shell King William Service  
Station  
2 Beech Road  
St Albans  
AL3 5AS

#### **Opening times**

Monday	06:00 – 22:00
Tuesday	06:00 – 22:00
Wednesday	06:00 – 22:00
Thursday	06:00 – 22:00
Friday	06:00 – 22:00
Saturday	06:00 – 22:00
Sunday	06:00 – 22:00

#### **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 parking on the forecourt of the petrol station.

#### **Route**

This Post Office service is located approximately 25 metres away from the previous branch, along level terrain.

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**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.**