



Dear Sir/Madam

Bellsbank Post Office®
64 Merrick Drive, Dalmellington, KA6 7TJ

Local Public Consultation Decision

I am writing to confirm that we will be proceeding with our proposal to relocate this service to The Zone Initiative Ltd, 8 Dalcairney Road, Bellsbank, KA6 7SZ.

We didn't receive any comments from customers or local representatives during the consultation period. I have carefully considered our original proposal and I am confident that the relocation of Bellsbank service is the correct course of action to take.

The current branch closed on Wednesday 22 November 2017, with the new service will open, at The Zone Initiative Ltd, 8 Dalcairney Road, on Monday 04 December 2017 at 09:00. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During this short period of closure customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Dalmelington Post Office, 10 High Main Street, Dalmellington, KA6 7QN

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

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 will be asked to enter the code for this branch: 21447199


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 required.

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:

<p>Bellsbank Post Office The Zone Initiative Ltd 8 Dalcairney Road Bellsbank KA6 7SZ</p> <p>Opening times</p> <table><tr><td>Monday</td><td>09:00 – 12:00</td></tr><tr><td>Tuesday</td><td>09:00 – 11:00</td></tr><tr><td>Wednesday</td><td>09:00 – 11:00</td></tr></table>	Monday	09:00 – 12:00	Tuesday	09:00 – 11:00	Wednesday	09:00 – 11:00	<p>Services The same range of services will continue to be available.</p> <p>Access and facilities The new premises has a wide door and a ramp with handrail at the entrance.</p>	<p>Transport/parking Roadside parking is available outside the new premises.</p> <p>Route These premises are located approximately 500 metres away from the current branch, along hilly terrain.</p>
Monday	09:00 – 12:00							
Tuesday	09:00 – 11:00							
Wednesday	09:00 – 11:00							