



Dear Customer

Boosbeck Post Office®
28 High Street, Boosbeck, Saltburn By The Sea, TS12 3AA

Local Public Consultation Decision

I am writing to confirm that we will be proceeding with our proposal to introduce a mobile outreach service at Boosbeck Mobile Service, Car Park of The Station Hotel, High Street, Boosbeck, Saltburn By The Sea, TS12 3AF.

We received one individual response from a local representative during the consultation period. This feedback welcomed the restoration of Post Office services to Boosbeck.

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

I am pleased to confirm the mobile outreach service began operating on Tuesday 30 May 2017. Posters will now be displayed locally 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: 612458.

In line with our Code of Practice, we would always aim to give customers four weeks' notice of the changes to the branch and I would like to offer my sincere apologies that this has not happened on this occasion.

Thank you for considering our proposal.

Yours sincerely

A handwritten signature in black ink that reads "Kenny Lamont".

Kenny Lamont
Network Operations Area Manager

How to contact us:

- 🖨 postofficeviews.co.uk
- ✉ comments@postoffice.co.uk
- ☎ Customer Helpline: 03457 22 33 44
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 03457 22 33 44 or Textphone 03457 22 33 55.

Boosbeck Post Office information sheet					
Proposed new Post Office location (subject to local public consultation)					
Address	Boosbeck Mobile Service Car Park of The Station Hotel High Street Boosbeck Saltburn By The Sea TS12 3AF				
Post Office Opening hours	<table border="1"><tr><td>Tue</td><td>14:15 - 15:15</td></tr><tr><td>Thu</td><td>14:45 - 15:45</td></tr></table>	Tue	14:15 - 15:15	Thu	14:45 - 15:45
Tue	14:15 - 15:15				
Thu	14:45 - 15:45				
Distance	150 metres away from the current branch, along a varied terrain.				
Products & Services	The same range of services will continue to be available.				
Accessibility & Accessibility works	Access and facilities There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Transport/parking Parking is available close to the Mobile Van.				
Date of relocation	Tuesday 30 May 2017				