



Dear Customer

Catterick Post Office®
33 High Street, Catterick, Richmond, DL10 7LL

I am writing to confirm that we have re-opened the service at Catterick as a Hosted outreach service. The new service commenced on 1 November 2017 and operates on Wednesday from 13:00 – 15:00.

We received 5 individual responses from customers and local representative during the consultation period. The feedback welcomed the restoration of Post Office services to Catterick, however some comments said that the opening hours may not be sufficient to meet the needs of the local community and commented on potential congestion in the area surrounding the new location. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account.

We do understand that for some customers the new service times may be less convenient, however, we do consider that the hours for the hosted service will meet the needs of our customers in the local communities and allow us to maintain sustainable services to them in the longer term. We will, however, 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.

While I have considered the concerns about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. However, I have further reviewed parking and this has confirmed that parking is available in the one-way layby opposite the Memorial Hall and further along the High Street, including two disabled bays, as well as in nearby side streets. Although illegal parking is outside of our control and is a matter for the local police/highways department, we will ask our new operator to make customers aware of the parking restrictions in place.

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

Posters will be displayed in the local area to let customers know about our 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.

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:

Catterick Post Office information sheet		
Address	The Booth Memorial Institute 32 High Street Catterick Village Catterick Richmond DL10 7LD	
Post Office Opening hours	Wed	13:00 - 15:00
Distance	60 metres away from the current branch, along level terrain.	
Products & Services	The same range of services are available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.	
Accessibility & Accessibility works	Access and facilities There is a wide door at the entrance. Access is via a ramp or steps with handrails from the pavement. Internally, there is a hearing loop and space for a wheelchair. Transport/parking Roadside parking is available in the nearby side streets.	