



Dear Customer

Clarkston Post Office®
Previously located at: 50 Busby Road, Clarkston, Glasgow, G76 7XJ

I am writing to confirm that we have proceeded with our proposal to re-open this service at McColl's, 29 Eaglesham Road, Clarkston, Glasgow, G76 7DH. I am pleased to let you know that the new branch opened on Monday 23 April 2018.

We received 2 individual responses from local representatives during the consultation period. This feedback was all in support of our plans and welcomed the restoration of Post Office services to the community of Clarkston. Having carefully considered my original proposal and the feedback received during the public consultation period, I am confident that the new service can meet the needs of our customers in the local community

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.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk




Thank you for considering our proposal.

Yours faithfully

Wendy Grant

Wendy Grant
Area Network Change Manager

How to contact us:

-  postofficeviews.co.uk
-  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. 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:**Clarkston Post Office**

McColl's
29 Eaglesham Road
Clarkston
Glasgow
G76 7DH

Services

The majority of Post Office products and services are still available.

Access and facilities

The new premises has a wide door and a step at the entrance.

Opening times

Monday	07:00 - 22:00
Tuesday	07:00 - 22:00
Wednesday	07:00 - 22:00
Thursday	07:00 - 22:00
Friday	07:00 - 22:00
Saturday	07:00 - 22:00
Sunday	08:00 - 22:00

Transport/parking

Time-restricted parking is available outside the new branch.

Route

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

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.