



Dear Customer

**Coundon Post Office®**  
**Previously located at: Mickle Grove Common Room, Mickle Grove,**  
**Leeholme, Bishop Auckland, DL14 8XL**

**Local Public Consultation Decision**

We are writing to confirm that we have proceeded with our proposal to restore Post Office services to our customers in Coundon. The new mobile service commenced on 10 January 2018.

We received 01 individual responses from a customers during the local consultation period. The feedback welcomed our proposal as it will enable us to restore Post Office services to the Coundon community. The feedback received enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

I am confident that the new service is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to maintain a Post Office service in Coundon. I am therefore confident that this is the correct course of action to take.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 230471




Thank you for considering our proposal.

Yours faithfully

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

**Kenny Lamont**  
**Network Operations Area 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.

**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:**

<b>Coundon Mobile service information sheet</b>					
<b>Address</b>	Old Methodist Chapel Collingwood Street Coundon Bishop Auckland DL14 8LG				
<b>Mobile service Opening hours</b>	<table border="1"><tr><td>Wed</td><td>12:45 - 13:45</td></tr><tr><td>Fri</td><td>11:45 - 12:45</td></tr></table>	Wed	12:45 - 13:45	Fri	11:45 - 12:45
Wed	12:45 - 13:45				
Fri	11:45 - 12:45				
<b>Distance</b>	700 metres away from the previous branch, along varied terrain.				
<b>Products &amp; Services</b>	A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.				
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.</p> <p><b>Transport/parking</b> Parking available close to where the Mobile Van will be parked.</p>				