



Dear Customer

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

**Public Consultation –Service Re-opening**

In order to restore Post Office services to our customers in Coundon, we are proposing to introduce a Mobile service which will operate from Outside Old Methodist Chapel, Collingwood Street, Coundon, Bishop Auckland, DL14 8LH.

The branch closed in August 2016 and we are now in a position to restore a service to our customers in the local community and the establishment of a Mobile service presents the best possible solution in the Coundon area.

We are therefore pleased to inform you that a nearby Postmaster from Tow Law Post Office has been identified, who will offer the service from Outside Old Methodist Chapel. Full details of the proposed new service are provided at the end of this letter.

**Consulting on the proposed change**

We’re now starting a local public consultation and would like you to tell us what you think about the suitability of the proposed new location and new service. Before we finalise our plans, we would really like to hear your views on this proposal particularly on the following areas:

- How suitable you think the new location is and how easy it is to get there
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If the move were to proceed is there anything we could do to make it easier for customers

If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new service.

Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them “In Confidence”.

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 230471

[postofficeviews.co.uk](http://postofficeviews.co.uk)

**Dates for the local public consultation:**

Local Public Consultation starts	05 December 2017
Local Public Consultation ends	26 January 2018

In this instance we have extended public consultation by 10 days to allow for the holiday period over Christmas. In order to restore a Post Office service to our customers in Coundon as soon as possible, the new service could open during consultation. However, this does not affect the period of public consultation which is ongoing until 26 January 2018.

We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

Thank you for considering our proposal.

Yours faithfully



**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)
-  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.**

Want to tell us what you think right here and now – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**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.**

<b>Coundon Mobile service information sheet</b>			
<b>Proposed new service location (subject to local public consultation)</b>			
<b>Address</b>	<p style="text-align: center;">Old Methodist Chapel Collingwood Street Coundon Bishop Auckland DL14 8LG</p>		
<b>Post Office Opening hours</b>		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>		
<b>Local Public Consultation starts</b>	05 December 2017		
<b>Local Public Consultation ends</b>	26 January 2018		

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)