



Dear Sir/Madam

**East Cowton Post Office®
East Cowton, Northallerton, DL7 0BP**

Proposed change to opening hours

I'm writing further to my letter dated 13 June 2017 in which I advised you of our proposal, subject to consultation, to change the opening hours of the above Post Office.

The consultation period ended on 26 July 2017, and I'm now writing to let you know that we have decided not to progress with the consultation as the hours are already operational. The branch will therefore continue to operate as before.

We received several responses during the consultation period. The feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account in finalising our plans for the new service.

Our priority is to safeguard Post Office services to the local community. In order to provide a sustainable service to our customers, it is important that the service is feasible for our operator. I am therefore confident that retaining the opening hours is the correct course of action to take whilst adequately meeting the needs of the community and ensuring the service is sustainable into the future.

Thank you for taking the time to consider this proposal.

Yours faithfully

**Kenny Lamont
Regional Network Manager**

How to contact us:

 comments@postoffice.co.uk

 Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55

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Please note this is the full address to use and no further address details are required.

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