Dear Sir/Madam

East Garston Post Office®
The Shop, Back Street, East Garston, Hungerford, RG17 7EX

Local Public Consultation Decision

I am writing to confirm that we will be proceeding with our proposal to change the opening hours at the above branch.

We received no comments from customers or local representatives during the consultation period. I am therefore confident that changing the opening hours is the correct course of action to take, adequately meeting the needs of the East Garston local community and ensuring the service is sustainable into the future.

I can confirm that the proposed reduction of hours has been based on customer usage of the Post Office and we are therefore confident that the new service will adequately cope with customers demand. We will however, continue to review and monitor this service on an ongoing basis and should customer usage increase significantly, consideration would be given to adjusting opening times accordingly.

The new opening hours will come in effect week commencing 13 November 2017.

Posters will now be displayed in branch to let customers know about this decision.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 26447099

Thank you for considering our proposal.

Yours faithfully

Michael Brennan
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

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.

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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 03452 66 01 15.

Details of the new opening hours:

East Garston Post Office® The Shop Back Street East Garston RG17 7EX **New Opening hours** Thursday 09:30 – 12:30	**Services** The same range of services will continue to be available.	**Access and facilities** No change **Parking** No change