



Dear Customer

**Filey Post Office®**  
**11 Murray Street, Filey, YO14 9DW**

**Local Public Consultation Decision**

We will be proceeding with our proposal to relocate this service to Tourist Information Centre, John Street, Filey, YO14 9DW.

We received 9 individual responses from customers and local representatives during the consultation period. Some feedback welcomed the move as this would maintain a Post Office service locally and provide more space for customers. Other feedback commented about parking difficulties and access at the new premises. This feedback enabled us to improve our understanding of customers' views and concerns and was taken into account before finalising our plans for the new service.

While we acknowledge the concerns raised about parking difficulties in the area surrounding the new location, it is fair to say that this is a problem faced in many locations nationwide, including the current branch. When looking at service provision in an area, we are mindful of the needs of our customers. As we are sure you will understand, the availability of parking spaces is an issue outside the direct control of Post Office Limited. However we have conducted a further review which has confirmed that there is time restricted roadside parking in John Street. We are therefore satisfied that given the short distance of the move, parking in the area surrounding the new branch will meet the needs of customers using the new Post Office.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access will be via a permanent ramp with handrails and a wide door at the entrance and inside, there will be sufficient space for the Post Office. Further details of the new service are provided at the end of this letter.

We have carefully considered our original proposal, the feedback received during the public consultation period along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, we are confident that the new branch is suitably located and will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

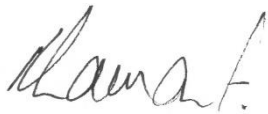
The current branch will close at 17:30 on Tuesday 3 April 2018, with the new branch opening, at Tourist Information Centre, John Street at 13:00 on Thursday 12 April 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During this short period of closure customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Hunmanby Post Office, 1 Bridlington Street, Hunmanby, Filey, YO14 0LP
- Eastfield Post Office, 5 High Street, Eastfield, Scarborough, YO11 3LL

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

Thank you for considering our proposal. We hope that you and our customers will continue to support your new main Post Office branch.

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)



**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>Filey Post Office information sheet</b>				
<b>New Post Office location</b>				
<b>Address</b>	Tourist Information Centre John Street Filey YO14 9DW			
<b>Post Office Opening hours</b>		Mon	09:00 - 17:30	
		Tue	09:00 - 17:30	
		Wed	09:00 - 17:30	
		Thu	09:00 - 17:30	
		Fri	09:00 - 17:30	
		Sat	09:00 - 16:00	
		Sun	Closed	
<b>Distance</b>	130 metres away from the current branch, along level terrain.			
<b>Products &amp; Services</b>	The same range of services will continue to be available.			
<b>Accessibility &amp; Accessibility works</b>	<b>Access and facilities</b> This premises has a wide door and a ramp with handrails at the entrance.  <b>Transport/parking</b> Time restricted roadside parking is available outside the premises.			
<b>Date of relocation</b>	Thursday 12 April 2018			