



Dear Customer

Garstang Post Office®
39 High Street, Garstang, Preston, PR3 1EA

Local Public Consultation Decision

We will be proceeding with our proposal to move the above Post Office branch next door to 34-37 High Street, Garstang, Preston, PR3 1EA.

We received 11 individual responses from customers and local representatives during the consultation period. This feedback was all in support of our plans, however some concerns were raised about adequate space for queuing and customer movement within the new premises.

We have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

The branch is moving next door into a larger premises with level access and a wide automatic door. It will also provide significantly longer opening hours, including Sundays, so customers can use our services at times that suit them better. We will be working closely with the new operator on the internal layout to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers to move around and access Post Office services without difficulty.

The current branch will close at 17:30 on Wednesday 16 May 2018, with the new branch opening, at 34-37 High Street, at 09:00 on Saturday 19 May 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:

- Cabus Post Office, 144 Lancaster Road, Cabus, Preston, PR3 1JE
- Scorton Post Office, The Square, Scorton, Preston, PR3 1AU

Further details of the new service are provided at the end of this letter. 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: 189427



Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Michael Renshaw".

Michael Renshaw
Area Network Change 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 required.

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.



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 03457 22 33 55.

Garstang Post Office information sheet			
New Post Office location			
Address	34-37 High Street Garstang Preston PR3 1EA		
Post Office Opening hours		Mon	07:00 - 21:00
		Tue	07:00 - 21:00
		Wed	07:00 - 21:00
		Thu	07:00 - 21:00
		Fri	07:00 - 21:00
		Sat	07:00 - 21:00
		Sun	08:00 - 21:00
Distance	Next door to the current branch.		
Products & Services	The same range of services will continue to be available.		
Accessibility & Accessibility works	<p>Access and facilities The new premises will have a wide automatic door and level access at the entrance.</p> <p>Transport/parking There is a pay and display car park directly across the road of the new premises. Additionally, time-restricted roadside parking is available on High Street.</p>		
Planned date of change	Saturday 19 May 2018		