



Dear Customer

**Grays Inn Post Office®
Rymans, 19/20 High Holborn, London, WC1V 6BS**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to the new premises at Ryman Stationery, 24-28 Grays Inn Road, London, WC1X 8HR.

We received two individual responses from customers during the consultation period. The main feedback centred on the distance to the proposed new location and commented about how being on the lower ground floor might impact on access. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

The new premises are located approximately 195 meters away from the current service, along level terrain. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

We recognise some customers may have concerns around the Post Office being located on the lower ground floor. The new Post Office area will be accessed via stairs or a customer lift. If for any reason the lift was out of order, this would be resolved as quickly as possible to minimise any inconvenience to our customers. Should any person be unable to access the Post Office area, alternative arrangements would be made at the ground floor retail counter. These arrangements would enable access to all of the services normally available except for a small number of high value services such as business banking and foreign currency.

The relocated service will be run by the current operator within the new premises. The new premises in Grays Inn Road will be fully refurbished, providing customers with a modern new main style Post Office branch which will be built to our high specification, with a dedicated Post Office area incorporating three screened serving positions and three open plan serving positions. We will be working closely with the new operator in the design of the new branch to make sure the internal layout provides adequate space and privacy for Post Office customers and access into and inside the store is kept clear and free of obstacles. Access will be level with a wide door at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair. Customers will be able to transact the same wide range of products and services as currently. Full details of the new branch are provided at the end of this letter.

I have carefully considered my original proposal, and the feedback received during the local public consultation period. I am confident that the relocated branch will be suitably located and will continue to meet the needs of our customers.

The current branch will close at 18:30 on Monday 10 July 2017, with the new branch opening, at Ryman Stationery, 24-28 Grays Inn Road, London, WC1X 8HR, at 13:00 on Wednesday 19 July 2017. 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 an alternative Post Office branch are provided below for your convenience:

- Farringdon Road Post Office, 39 – 41 Farringdon Road, London, EC1M 3JB

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: 050010

Thank you for considering our proposal.

Yours faithfully



Michael Brennan
Area Manager

How to contact us:

- 🌐 postofficeviews.co.uk
- ✉ comments@postoffice.co.uk
- ☎ Customer Helpline: 03457 22 33 44
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 03457 22 33 44 or Textphone 03457 22 33 55.

Details of the new service:

Grays Inn Post Office information sheet							
Address	Ryman Stationery 24-28 Grays Inn Road London WC1X 8HR						
Post Office Opening hours	<table border="1"> <tr> <td>Mon to Fri</td> <td>08:00 – 18:30</td> </tr> <tr> <td>Sat</td> <td>10:00 – 16:00</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon to Fri	08:00 – 18:30	Sat	10:00 – 16:00	Sun	Closed
Mon to Fri	08:00 – 18:30						
Sat	10:00 – 16:00						
Sun	Closed						
Distance	Approximately 195 meters away from the current service, along level terrain.						
Products & Services	The same wide range of products and services will still be available.						
Serving positions	There will be six serving positions. These will be a mixture of three screened serving positions and three open plan serving positions.						
Accessibility & Accessibility works	<p>Access and facilities Access will be level with a wide door at the entrance. Internally, there will be steps to the Post Office counters and a lift. There will be a low-level serving counter, a low-level writing desk, and space for a wheelchair.</p> <p>Transport/parking Due to the premises being on a main busy road in Central London, there are no parking facilities, however there are very good transport links with a bus stop approximately 40 meters away. Bus services on Grays Inn Road are 17, 45, 46, 341 and this is the High Holborn Chancery Lane Station (Stop C) with disabled access. The bus runs every 5 minutes at peak times.</p>						
Retail	Ryman Stationery						
Date of relocation	Wednesday 19 July 2017 at 13:00						