Dear Customer

Great Bromley Post Office®
The Cross Inn, Ardleigh Road, Great Bromley, Colchester, CO7 7TL

I am writing to confirm that we have re-opened the service at Great Bromley, as a Hosted outreach service. The new service commenced on Wednesday 30 August 2017 and operates on Wednesday from 10:00 – 12:00.

We received a small number of comments from customers and local representatives during the consultation period. The main feedback was in support of our plans as the community welcomed the restoration of Post Office services to Great Bromley. I have carefully considered our original proposal and I am confident that the new service can meet the needs of our customers in the local community.

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: 080116.

Thank you for considering our proposal.

Yours sincerely

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 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.

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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 03457 22 33 55.

Details of the new service:

Great Bromley Post Office
The Cross Inn
Ardleigh Road
Great Bromley
Colchester
CO7 7TL

Opening times

Wed	10:00 – 12:00

Services
The same range of services will continue to be available with Car tax, Euros and Dollars. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities
There is one step at the front entrance, however there is a permanent ramp for wheelchair access users at the rear of the premises which is approached from the carpark.

Transport/parking
There is a car park adjacent to the premises.

Route
At the same location as the previous branch address.