



Dear Customer

Engaging with our customers - Share your views

**Greysteel Post Office
172 Clooney Road, Greysteel, Londonderry, BT47 3DY.**

We are writing to let you know that following the resignation of the postmaster, Greysteel Post Office will be moving to newly built premises next door to its current location and will be operated by a new postmaster.

The branch will also have a new address, Lynch Eurospar, 172A Clooney Road, Greysteel, Londonderry, BT47 3DY and incorporate a convenience store with Greysteel Post Office. To make the move the branch will close temporarily on Wednesday 20 October 2021 at 12.00, and re-open on Thursday 28 October 2021 at 09:00. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

Our priority is to safeguard Post Office services in the area for the long term. The relocation of Greysteel branch and the appointment of a new postmaster will enable us to maintain the service to our customers in the local community. The new modern premises have been built to a high standard, however there are more planned building works due in the surrounding area that will further improve customer accessibility.

We would like to hear from you

The relocation of the branch in a new location is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change to inform our plans, particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

We will be accepting comments until Wednesday 3 November 2021. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new branch are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for this service either by service name, postcode, or the unique branch code **166711**

Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response.

During the closure period to transfer the branch to its new location, customers requiring Post Office services may use any convenient Post Office branch. Details of two alternative Post Office branches are provided below for your convenience:

- Eglinton Post Office, 7 Main Street, Eglinton, Londonderry, BT47 3AA
- Ballykelly Post Office, 68 Main Street, Ballykelly, Limavady, BT49 9HS

If you are a local representative it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

Yours faithfully

Janese Sung

Janese Sung
Network Provision Lead

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 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.

Want to tell us what you think right here and now? Scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Greysteel Post Office Information Sheet

Lynch Eurospar
172A Clooney Road, Greysteel,
Londonderry, BT47 3DY

Post Office opening hours

Mon - Fri	09:00 – 17:30
Sat	09:30 – 12:30
Sun	Closed

**During the Coronavirus pandemic the branch may need to make changes to its opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder**

Access

The new branch will have a wide door and aisles with level access at the entrance.
Internally, there will be a hearing loop and space for a wheelchair.

Products and services

The same range of products and services will continue to be available.

Getting there

The new branch will be located approximately 10 metres away from the previous branch.
Parking, including designated disabled spaces is available directly in front of and
on both sides of the new premises.

Retail

Convenience store.

Date of Change

Thursday 28 October 2021 at 09:00

**To get this information in a different format, for example, in larger print, audio or braille
call 03452 66 01 15 or Textphone 03457 22 33 55.**

Principles of Community Engagement on changes to the Post Office network (Extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

postofficeviews.co.uk

comments@postoffice.co.uk

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² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in ² and ³ above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.