



Dear Customer

Leintwardine Post Office®
2-4 High Street, Leintwardine, Craven Arms, SY7 0JZ

Local Public Consultation Decision

Further to my letter dated 7 March 2017, regarding the introduction of a Hosted service which will be operated by a mobile van at The Lion Pub car park, High Street, Leintwardine, Craven Arms, SY7 0JZ.

I am writing to confirm that we re-opened this service at Monday 20 February 2017, as a Hosted outreach service.

We received one individual response from a local representatives during the consultation period which welcomed the restoration Post Office services to Leintwardine.

I have carefully considered our original proposal, and the feedback received during the public consultation period. I am confident that the new service meets 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: 187647.

Thank you for considering our proposal.

Yours sincerely

Sarah Cottrell
Network Operations 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:

Leintwardine Mobile Post Office

The Lion Pub car park
High Street
Leintwardine
Craven Arms
SY7 0JZ



Proposed Opening times

Monday	11:00 - 12:30
Wednesday	11:00 - 12:30



Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.



Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.



Transport/parking

Parking available close to the Mobile van.