



Dear Customer

**Leven Valley Post Office®
Glendale, Backbarrow, Ulverston, LA12 8RB**

Local Public Consultation Decision

I am writing further to my letter dated 6 July 2017, to confirm the move of the above Hosted outreach service to Leven Valley Primary School, Backbarrow, Ulverston, LA12 8QF. As previously advised, in order to maintain a service in the local community, the move took place on 7 August 2017.

We received 2 individual responses from customers during the consultation period. The feedback welcomed the continuation of Post Office services in the local community but expressed slight reservation about the service being sited within the school. This feedback was useful and was taken into account in finalising our plans for the new service.

I can confirm that the opening times were adjusted to meet the needs of Post Office customers and the school when the service was relocated.

We recognise that the Post Office plays an important part in the lives of customers and I am confident that the move is the correct course of action to take. Our priority is to safeguard Post Office services to the local community in the longer term and the relocation of this service allows us to maintain access to Post Office services in the area.

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: 355470

Thank you for considering our proposal.

Yours faithfully

**Kenny Lamont
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.



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:

Leven Valley Post Office Leven Valley Primary School Backbarrow Ulverston LA12 8QF Opening times <table><tr><td>Mon</td><td>08:45 – 11:45</td></tr><tr><td>Wed</td><td>08:45 – 11:45</td></tr><tr><td>Thu</td><td>08:45 – 11:45</td></tr></table>	Mon	08:45 – 11:45	Wed	08:45 – 11:45	Thu	08:45 – 11:45	Services The same range of services will continue to be available Access and facilities Access is level with a wide door at the entrance	Transport/parking Roadside parking is available nearby. Route 70 metres from the previous service along varied terrain
Mon	08:45 – 11:45							
Wed	08:45 – 11:45							
Thu	08:45 – 11:45							