



Dear Customer

**Melrose Post Office®**  
**Buccleuch Street, Melrose, TD6 9LE**

**Local Public Consultation Decision**

I am writing to confirm that after careful consideration we have decided not to proceed with the proposed move of Melrose Post Office to The Abbey Mill, Annay Road, Melrose, TD6 9LW.

The local public consultation on the proposal to move Melrose Post Office from its current location ended on 15 September 2017. During the consultation period we received 31 individual responses from customers regarding the proposal.

In the main, comments focussed on the location of the proposed new premises on the outskirts of the village. Local views were that the proposed location would be difficult to access, particularly for elderly residents, as it was not within easy walking distance, poor car parking and that there was a busy road to cross. We also received a small number of comments in support of the proposal, as respondents particularly liked the longer opening hours.

As part of the consultation process, Post Office Ltd also meets with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, to review all the consultation responses and to ensure all relevant feedback is taken into account. Citizens Advice expressed significant concerns about the proposal mainly due to the route to the new site which had narrow pavements and a lack of parking. We also took the opportunity to walk the ground to get a better understanding of local concerns.

In making our decision, we have taken into account all relevant factors including the responses we received as part of the consultation process and the concerns raised by Citizens Advice.

The branch will therefore continue to operate from its existing location for the time being. In line with our Code of Practice, any proposed new location would be subject to a further 6-week period of local public consultation.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 113830





This communication is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with Citizens Advice. If you'd like a copy of the Code, it's available in branch, by contacting us or on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk).

Thank you for considering our proposal.

Yours faithfully

**Suzanne Richardson**  
**Regional Network Manager**

## How to contact us:

-  [postofficeviews.co.uk](https://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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.



**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.**