



Dear Customer

Millerston Post Office®
Previously located at: 19 Station Road, Millerston,
Glasgow, G33 6NL

I am writing to confirm that we have proceeded with our proposal to re-open the above Post Office branch at a new location. A new agent has been appointed and the Post Office is operating from Best One, 1763 – 1765 Cumbernauld Road, Millerston, Glasgow, G33 1AA. I am pleased to advise that the new Post Office branch opened on Monday 14 May 2018.

We received seven comments from customers during the consultation period. The main feedback welcomed the restoration of Post Office services to the community of Millerston. Other comments mentioned the new location was more centrally located in the village, was large enough to accommodate the Post Office and they welcomed the extended opening hours. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new service.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Posters will now be displayed at the Best One to let customers know about this decision. Further details of the new service are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk

Thank you for considering our proposal.

Yours faithfully

Mandy Neeson

Mandy Neeson
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

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.

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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.

Details of the new service:

Millerston Post Office information sheet															
Address	Best One 1763 – 1765 Cumbernauld Road Millerston Glasgow G33 1AA														
Opening hours	<table border="1"> <tr> <td>Monday</td> <td>06:00 - 22:00</td> </tr> <tr> <td>Tuesday</td> <td>06:00 - 22:00</td> </tr> <tr> <td>Wednesday</td> <td>06:00 - 22:00</td> </tr> <tr> <td>Thursday</td> <td>06:00 - 22:00</td> </tr> <tr> <td>Friday</td> <td>06:00 - 22:00</td> </tr> <tr> <td>Saturday</td> <td>06:00 - 22:00</td> </tr> <tr> <td>Sunday</td> <td>07:00 - 21:00</td> </tr> </table>	Monday	06:00 - 22:00	Tuesday	06:00 - 22:00	Wednesday	06:00 - 22:00	Thursday	06:00 - 22:00	Friday	06:00 - 22:00	Saturday	06:00 - 22:00	Sunday	07:00 - 21:00
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Sunday	07:00 - 21:00														
Distance	Within 80 metres away from the previous branch, along level terrain.														
Products & Services	A wide range of services will continue to be available with the addition of National Lottery. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.														
Accessibility & accessibility works	<p>Access and facilities Currently there is a wide automatic door and a step at the entrance of the new branch, however, a portable ramp is available upon request. A bell and signage has been installed to alert staff to assist customers. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Transport/parking Roadside parking is available outside and on the road opposite of the new branch.</p>														
Retail	Convenience store														
Date of Relocation	Monday 14 May 2018														