



Dear Customer

**Minard Post Office®
Minard, Inveraray, PA32 8YB**

Local Public Consultation Decision

I'm writing to confirm our final plans for Minard Post Office service which commenced at Minard Hall, Minard, Inveraray, PA32 8YB on Friday 08 June 2018.

We received 14 individual responses from customers during the local public consultation period. The main feedback commented on the accessibility of the new location and the operating hours of the service. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new branch.

I appreciate that the new location is located approximately 230 metres from the previous site. With any relocation it is inevitable that some customers will regrettably have slightly further to travel. However, this new service will allow us to restore Post Office services to the community and having reviewed access to the new site, I am satisfied that access to the new location, including parking availability, will meet customer requirements.

We do understand that for some customers the new service times may be less convenient and naturally we regret this. However, we do consider that the opening times are sufficient to meet the needs of the local community and will allow us to maintain a sustainable service in the longer term. We will, however, continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to maintain a Post Office service in Minard and provide future sustainability for the branch. I am therefore confident that this is the correct course of action to take.

Posters will now be displayed locally to let customers know about this decision.

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

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours faithfully

Angela Smith

**Angela Smith
Area Network Change Manager**

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

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

Minard Post Office information sheet		
Address	Minard Hall Minard Inveraray PA32 8YB	
Opening hours	Friday	14:00 - 16:00
Distance	230 metres away from the previous branch, along varied terrain.	
Products & Services	The majority of Post Office products and services will still be available.	
Accessibility & accessibility works	Access and facilities The new premise has a wide door and level access at the entrance via a ramp. Parking A car park is available at the premises.	
Date of Relocation	Friday 08 June 2018	

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