



Dear Customer

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

Public Consultation – Branch Relocation

In order to secure Post Office services to our customers in Minard, we are proposing to introduce an Outreach service which will operate from Minard Hall, Minard, Inveraray, PA32 8YB.

As you may be aware, this branch has been operated on our behalf by a temporary agent since our contract with our former postmaster came to an end. Whilst this arrangement has enabled us to maintain access to Post Office services to our customers in the area, this does mean that the current service is liable to close at short notice and for some time now we have been actively seeking a more secure solution that would enable us to retain services locally into the longer term. The above branch closed on Friday 13 April 2018. Please accept my apologies for the late notification on this occasion.

I am therefore pleased to inform you that a nearby postmaster from Tarbert Post Office has been identified, who will offer the service from Minard Hall, PA32 8YB. Full details of the proposed new service are provided at the end of this letter.

Consulting on the proposed new location

We're carrying out a local public consultation and we'd welcome your views on the proposal. We welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy is it to get to the new location?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- If the move were to proceed is there anything we could do to make it easier for customers?

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our National Consultation team, whose contact details are overleaf. Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **184858**

postofficeviews.co.uk

Dates for the local public consultation:

Local Public Consultation starts	01 May 2018
Local Public Consultation ends	12 June 2018

The new service will open on Friday 08 June 2018. However, this does not affect the period of public consultation which is ongoing until Tuesday 12 June 2018. I will write to you again when consultation finishes and we have considered all feedback to let you know our final plans.

I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.

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



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.**

Want to tell us what
you think right here
and now – scan here.

If you don't have a QR
code scanner on your
phone, you can find
one in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Minard Post Office information sheet				
Proposed new Post Office location (subject to local public consultation)				
Address	Minard Hall Minard Inveraray PA32 8YB			
Post Office Opening hours	<table><tr><td>Fri</td><td>14:00 - 16:00</td></tr></table>		Fri	14:00 - 16:00
Fri	14:00 - 16:00			
Distance	230 metres away from the current 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 proposed premise has a wide door and level access at the entrance via a ramp. Transport/parking A car park is available at the premises.			
Local Public Consultation starts	01 May 2018			
Local Public Consultation ends	12 June 2018			

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.

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postofficeviews.co.uk