



Dear Customer

Ongar Post Office®
109 High Street, Ongar, CM5 9DX

Local Public Consultation Decision

I'm writing to confirm that we are now finalising our plans to move the above Post Office branch to the new premises at 21 High Street, Ongar, CM5 9DS.

We received 6 individual responses from customers and local representatives during the consultation period. Respondents welcomed the improved parking that would be available following the move. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

The current branch will close at 13:00 on Thursday 9 November 2017, with the new branch opening, at 21 High Street, at 08:00 on Saturday 18 November 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During this short period of closure customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- High Ongar Post Office, 50 The Street, High Ongar, Ongar, CM5 9NE
- Kelvedon Post Office, Kelvedon Common, Brentwood, CM14 5TJ

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: 061114

Thank you for considering our proposal.

Yours faithfully

Michael Brennan
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:

Ongar Post Office

21 High Street
Ongar
CM5 9DS

Services

The same range of Post Office services will continue to be available.

Access and facilities

The new premises has a wide door and level access at the entrance.

Opening times

Monday	08:00-18:00
Tuesday	08:00-18:00
Wednesday	08:00-18:00
Thursday	08:00-18:00
Friday	08:00-18:00
Saturday	08:00-14:00

Transport/parking

Time restricted, roadside parking is available nearby.

Route

210 metres away from the current branch, along varied terrain.
