



Dear Customer

**Randalstown Post Office®  
22-24 New Street, Randalstown, Antrim, BT41 3AF**

**Public Consultation – Branch Relocation**

We are proposing to move this branch to Spar, 44 New Street, Randalstown, Antrim, BT41 3AF.

As you will be aware, our partners and agents operate Post Office branches alongside their private retail business, and it is important that they make the very best use of their resources to ensure future sustainability of both their business and the Post Office service. In this case, our partner has identified an opportunity to move this branch into larger, more spacious retail premises nearby.

In order to provide an improved customer service as soon possible, the existing branch is due to close on Sunday 6 May 2018 and open at the new premises on Monday 7 May 2018, however this does not affect the consultation period which continues until 17 May 2018.

Full details of the proposed new service are provided at the end of this letter.

**Consulting on the proposed change**

Whilst the decision has already been made to re-locate the Post Office branch, we would still like your views on the service offer at the new location and we are now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the new location, particularly, the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- Is there anything we could do to make it easier for customers

If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new service. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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 entering branch name, postcode or the unique branch code 197702

[postofficeviews.co.uk](http://postofficeviews.co.uk)

**Dates for the local public consultation:**

Local Public Consultation starts	5 April 2018
Local Public Consultation ends	17 May 2018
Date of change	7 May 2018

We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

We will inform our customers of the final decision by displaying a poster locally.

Thank you for considering our proposal

Yours faithfully




**Kenny Lamont**  
**Network Operations Area 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.**

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.

**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.**

Randalstown Post Office information sheet							
	Current Post Office location				Proposed new Post Office location		
Address	Randalstown Post Office® 22-24 New Street, Randalstown Antrim BT41 3AF				Spar, 44 New Street Randalstown Antrim BT41 3AF		
Post Office Opening hours		Mon	07:30 - 21:00			Mon	06:00 - 23:00
		Tue	07:30 - 21:00			Tue	06:00 - 23:00
		Wed	07:30 - 21:00			Wed	06:00 - 23:00
		Thu	07:30 - 21:00			Thu	06:00 - 23:00
		Fri	07:30 - 21:00			Fri	06:00 - 23:00
		Sat	07:30 - 21:00			Sat	06:00 - 23:00
		Sun	14:00 - 16:00			Sun	06:00 - 23:00
New Opening times of Post Office service at retail counter offering selected services	<div>Mon - Sun</div> <div>09:00 - 17:30</div>						
Open plan counter hours	<div>Mon - Sun</div> <div>06:00 - 23:00</div>						
Distance	60 metres away from the current branch, along level terrain.						
Products & Services	A wide range of Post Office products and services will still be available however excluding the National Lottery.						
Serving positions	There will be two serving positions. These will be a mixture of one screened and one open plan and a Post Office serving point for use at the retail counter, which is available during shop opening hours.						
Accessibility	<b>Access and facilities</b> Current branch has a wide door and level access. Internally, there is a hearing loop and space for a wheelchair.				<b>Access and facilities</b> The proposed premises has a wide door and level access. Internally, there is a hearing loop and space for a wheelchair.		
	<b>Parking</b>  A free car park at the rear of the store and additional roadside parking nearby.				<b>Parking</b>  A free car park at the front of the store and additional roadside parking nearby.		
Retail	Convenience Store				Forecourt garage and convenience store		
Local Public Consultation starts	5 April 2018						
Local Public Consultation ends	17 May 2018						
Date of change	7 May 2018						

## **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](http://www.postofficeviews.co.uk)