



Dear Customer,

**Rhu Post Office®**  
**Main Road, Rhu, Helensburgh, G84 8RL**

**Branch Temporary Closure**

I am writing to inform you that, regrettably, due to circumstances beyond our control the above branch closed temporarily on Saturday 12 May 2018. Please accept my apologies for the late notification on this occasion.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code at the end of this letter. If others in your organisation are interested in the proposal, please feel free to let them know about it.

I would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

I will write to you again once I have any news about our plans for future service provision.

Yours faithfully

*Angela Smith*

**Angela Smith**  
**Area Network Change Manager**

How to contact us:

comments@postoffice.co.uk  
FREEPOST Your Comments  
www.postofficeviews.co.uk

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](http://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 on our website at: [www.postofficeviews.co.uk](http://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.

## Alternative branches:

### Helensburgh Post Office

McColls Retail Group  
92-94 West Princes Street  
Helensburgh  
G84 8XD

### Services

The same range of services will continue to be available with the addition of Comprehensive range of Travel Money and Passport Check & Send.

### Access and facilities

This branch has a wide automatic door and access is via a ramp with hand rails.

### Opening times

Monday	08:00-19:30
Tuesday	08:00-19:30
Wednesday	08:00-19:30
Thursday	08:00-19:30
Friday	08:00-19:30
Saturday	08:00-18:00
Sunday	10:00-16:00

### Transport/parking

Time restricted roadside parking with a designated disabled bay is available outside this branch. There is a regular bus service available between Rhu branch and this Post Office service. The nearest bus stop is approximately 85 metres away.

### Route

This Post Office service is located approximately 2.2 miles away from Rhu branch, along varied terrain.

### Churchill Post Office

McColls Retail Group  
Churchill Square  
Helenburgh  
G84 9HL

### Services

The same range of services will continue to be available, however excluding Car tax and On Demand Travel Insurance.

### Access and facilities

This branch has a wide door and access via a ramp with hand rails.

### Opening times

Monday	07:00-22:00
Tuesday	07:00-22:00
Wednesday	07:00-22:00
Thursday	07:00-22:00
Friday	07:00-22:00
Saturday	07:00-22:00
Sunday	07:00-22:00

### Transport/parking

Parking is available outside the branch. There are local buses serving the surrounding area.

### Route

This Post Office service is located approximately 3.4 miles away from Rhu branch, along varied terrain.

**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.**