



Dear Customer

Romanby Post Office®
Previously at: 2 The Green, Romanby, Northallerton, DL7 8NR

Local Public Consultation Decision

Further to my colleague's letter, I'm writing to confirm that we have replaced Romanby Post Office by opening the branch at McColls Retail Group, 11-15 Ainderby Road, Romanby, Northallerton, DL7 8HA. The previous branch closed at its current location on Tuesday 20 March 2018 at 13:00 and the new branch opened on Friday 23 March 2018.

As you may recall, following the resignation of the Postmaster the service at Romanby remained open on a reduced hours basis. In order to secure Post Office services for our customers in Romanby as soon as possible, the decision was made to move the branch. However, we carried out a public consultation to get your views on access and service provision at the new location. We received 8 individual responses from customers during the consultation period. The feedback commented on a range of issues including access at the new location, the availability of space, and queuing.

We recognise that Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access into the store is via steps or a ramp with a handrail and a wide door at the entrance. We have worked closely with the new operator on the internal layout and some fixtures and fittings have been re-aligned or removed to make sure there is sufficient space and clear access into and within the premises. The number of serving positions has been based on current and future predicted business levels. We're confident that the extended opening hours the new branch will offer, along with the efficient use of staff will give us sufficient capacity both now and for the future to cope with customer demand.

I have carefully considered our original proposal, and the feedback received during the public consultation period. I am confident that the new branch is suitably located and will meet the needs of our customers in the local community.

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.

Thank you for considering our proposal.

Yours faithfully,

Wayne Fitch

Wayne Fitch
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

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.

Details of the new service:

Romanby Post Office information sheet			
Address	McColls Retail Group 11-15 Aindbery Road Romanby Northallerton DL7 8HA		
Post Office Opening hours		Mon	07:00 - 22:00
		Tue	07:00 - 22:00
		Wed	07:00 - 22:00
		Thu	07:00 - 22:00
		Fri	07:00 - 22:00
		Sat	07:00 - 22:00
		Sun	07:00 - 22:00
Distance	50 metres away from the previous branch, along level terrain.		
Products & Services	The same range of products and services will continue to be available.		
Accessibility & Accessibility works	Access and facilities Access into the store is via steps or a ramp with a handrail. There is a wide door at the entrance. Transport/parking There is a car park directly behind the store.		

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03452 66 01 15.