



Dear Customer

Scotstoun Post Office®
1365-1367 Dumbarton Road, Glasgow, G14 9XT

Local Public Consultation Decision

I am writing to confirm that we will maintain the current opening hours at the above branch.

We received no comments from customers or local representatives during the consultation period. I am therefore confident that changing the opening hours is the correct course of action to take, adequately meeting the needs of the Scoutstoun local community and ensuring the service is sustainable into the future.

I can confirm that the proposed reduction of hours has been based on customer usage of the Post Office and we are therefore confident that the new service will adequately cope with customers demand. We will however, continue to review and monitor this service on an ongoing basis and should customer usage increase significantly, consideration would be given to adjusting opening times accordingly.

The new opening times commenced before the consultation period. 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: 392832

Thank you for considering our proposal.

Yours faithfully

Kenny Lamont
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**

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 03457 22 33 44 or Textphone 03452 66 01 15.

Details of the new service:

Scotstoun Post Office 1365-1367 Dumbarton Road Glasgow G14 9XT	Services The same range of services will continue to be available.	Transport/parking No change.														
New Opening times <table><tr><td>Monday</td><td>08:30 – 18:00</td></tr><tr><td>Tuesday</td><td>08:30 – 18:00</td></tr><tr><td>Wednesday</td><td>08:30 – 18:00</td></tr><tr><td>Thursday</td><td>08:30 – 18:00</td></tr><tr><td>Friday</td><td>08:30 – 18:00</td></tr><tr><td>Saturday</td><td>09:00 – 17:00</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>	Monday	08:30 – 18:00	Tuesday	08:30 – 18:00	Wednesday	08:30 – 18:00	Thursday	08:30 – 18:00	Friday	08:30 – 18:00	Saturday	09:00 – 17:00	Sunday	Closed	Access and facilities No change.	Route No change.
Monday	08:30 – 18:00															
Tuesday	08:30 – 18:00															
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