



Dear Customer

Upton Post Office®
Co-operative Store, 4 Poole Road, Upton, Poole, BH16 5JA

Local Public Consultation Decision

I am writing to confirm the move of the above branch to premises next door at 6 Poole Road, Upton, Poole, BH16 5JA.

We received two individual responses from customers and local representatives during the consultation period. The main feedback highlighted parking issues in Upton. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account in finalising our plans for the new service.

As you may be aware, Co-operative are moving their store and with it the Post Office to larger premises next door. With regards to the concerns raised about parking, it is fair to say that this is a problem faced in many locations nationwide. When looking at service provision in an area, we are mindful of the needs of our customers. However, as I am sure you will understand, traffic and the availability of parking are issues outside the direct control of Post Office Limited. However I have conducted a further review of this matter. Given the branch is moving next door, parking arrangements will remain the same and customers can continue to park as they currently do. I am therefore satisfied that access and parking will meet the requirements of customers using the Post Office.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

During the period of closure customers requiring Post Office facilities may use any convenient Post Office service. Details of alternative Post Office branches are provided below for your convenience:

- Hamworthy Junction Post Office, 351 Blandford Road, Poole BH15 4HP
- Turlin Moor Post Office, 189 Turlin Moor, Poole, BH16 5AQ

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: 253508

Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink that reads "Mike Ball".

Mike Ball
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 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Upton Post Office information sheet															
Address	Co-operative Store 6 Poole Road Upton Poole BH16 5JA														
Post Office Opening hours	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Mon</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Tue</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Wed</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Thu</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Fri</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Sat</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Sun</td><td style="text-align: center;">Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
Mon	09:00 - 17:30														
Tue	09:00 - 17:30														
Wed	09:00 - 17:30														
Thu	09:00 - 17:30														
Fri	09:00 - 17:30														
Sat	09:00 - 17:30														
Sun	Closed														
Opening times of Post Office service at retail counter offering selected services	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Mon - Sun</td> <td style="text-align: center;">06:00 - 22:00</td> </tr> </table>	Mon - Sun	06:00 - 22:00												
Mon - Sun	06:00 - 22:00														
Products & Services	The same range of services will continue to be available.														
Accessibility & Accessibility works	<p>Access and facilities This branch has a wide door and level access at the entrance.</p> <p>Transport/parking Roadside parking is available outside the premises.</p>														
Date of Move	7 September 2017														