



Dear Customer

Warton Post Office®
158 Lytham road, Warton, PR4 1XE

Local Public Consultation Decision

I am writing to confirm that we've proceeded with the relocation of the above branch to 25 Harbour Lane, Warton, PR4 1YA and changed the opening hours.

We received four individual comments from customers during the consultation period. The main feedback was in support of our plans and welcomed the continuation of Post Office services to the local community in Warton.

The new local style Post Office is operating from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Full details of the new branch are provided at the end of this letter.

We recognise that the Post Office plays an important part in the lives of customers and I am confident that the move is the correct course of action to take. Our priority is to safeguard Post Office services to the local community in the longer term and the relocation of this service allows us to maintain access to Post Office services in the area. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

I have carefully considered my 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. This move will secure Post Office services to the local community in the longer term. I am therefore confident that this is the correct course of action to take.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers when making our decision.

The current branch closed at 21:00 on Sunday 14 January 2018, and the new branch opened, at 25 Harbour Lane, Warton, at 09:00 on Tuesday 23 January 2018.

Posters will be displayed in the new premises to let customers know about this decision.

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

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.




Thank you for considering our proposal.

Yours faithfully

Lesley McNally

Lesley McNally
Network Operations Area 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.

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:

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