



Dear Customer

Westfield Post Office®
Previously located at - Main Street, Westfield, Bathgate, EH48 3BU

I am writing to confirm that we have re-opened this service at Westfield Primary School, Lomond View, Westfield, Bathgate, EH48 3DE as an outreach service. The new service commenced on Tuesday 22 May 2018 and operates during school term times only.

We received 8 comments from customers and local representatives during the consultation period. The main feedback centred on the distance from the previous branch to the new location and the suitability of the school for this service. Other feedback welcomed the restoration of the service to the local community. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

I appreciate that the new premises is 650 metres away from the current site and for some customers this may mean a slightly longer journey. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, there may be some customers for whom the new location is slightly closer than at present.

The Post Office Outreach service is based in the Main Hall of the School and only operating outside of the classroom times. The timetable has been scheduled when the facility is not in use and will, therefore not interfere with any other activities taking place at the school and when the pupils are not on site.

I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the new service can meet the needs of our customers in the local community and allow us to maintain a sustainable service for the longer term. We will, however, continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

Posters will now be displayed locally 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

Graham Turnock

Graham Turnock
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.

Details of the new service:

Westfield Post Office information sheet			
Address	Westfield Primary School Lomond View Westfield Bathgate EH48 3DE		
Post Office opening hours (School term times only)	<table border="1" style="margin: auto;"> <tr> <td style="padding: 5px;">Tue</td> <td style="padding: 5px;">15:30 - 17:30</td> </tr> </table>	Tue	15:30 - 17:30
Tue	15:30 - 17:30		
Distance	650 metres away from the previous branch, along varied terrain.		
Products & Services	A wide range of services are available including Car tax, Euro/Dollar Travel Money and On Demand Travel Insurance.		
Accessibility & Accessibility works	<p>Access and facilities This location has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Transport/Parking Roadside parking is available nearby.</p>		
Date service commenced	Tuesday 22 May 2018		

To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.