



Dear Customer

**Westgate Mobile Service®
Layby on Front Street, Westgate, Bishop Auckland, DL13 1JL**

Local Public Consultation Decision

We are writing to confirm that the reduced opening hours that were implemented on 10 January 2018 for the above branch will continue.

We received just 1 individual response from a local representative during the consultation period. The feedback welcomed the proposed new hours. The feedback received 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.

We do understand that for some customers the service times may be less convenient, however, we do consider that these hours will meet the needs of our customers and allow us to maintain a sustainable service in 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.

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.

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

Posters will now be displayed in branch to let customers know about this decision.

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: 757309




Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Kenny Lamont".

**Kenny Lamont
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 03457 22 33 44 or Textphone 03452 66 01 15.

Details of the new service:

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|---|---------------|---------------|--|
| <p>Westgate mobile service Layby on Front Street Westgate Bishop Auckland DL13 1JL</p> <p>New Opening times</p> <table border="1"><tr><td>Wednesday</td><td>14:30 - 15:30</td></tr></table> | Wednesday | 14:30 - 15:30 | <p>Services The same range of services will continue to be available.</p> <p>Access and facilities No change.</p> <p>Transport/parking No change.</p> |
| Wednesday | 14:30 - 15:30 | | |