



Dear Customer

Weston Rhyn Post Office®
Previously located at: Station Road, Weston Rhyn, Oswestry, SY10 7RS

Decision - Service Re-opening

We will be proceeding with our proposal to re-open this service at St. Johns Church, Vicarage Lane, Weston Rhyn, Oswestry, SY10 7RE as a Hosted Outreach service.

We received 4 individual responses from customers and local representatives during the consultation period. While respondents welcomed the restoration of Post Office services to the community, some feedback suggested the service would be better located at the village hall. 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.

Our proposal to re-open Weston Rhyn Post Office as a Hosted Outreach service aims to restore the service in the local community. We take a number of factors into account when considering an appointment; including access, the size of the premises, suitability of the operator and their business plan for a viable and sustainable service. The processes we follow are established and robust and the new operator was successfully appointed following the completion of our rigorous application process. We did approach the Weston Rhyn Village Hall, however due to the operational requirements of the service, they did not express an interest in taking forward hosting the service at the village hall.

I have carefully considered our original proposal, and the feedback received during the public consultation period. I am confident that the new service meets the needs of our customers in the local community

Posters will now be displayed 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 new service will commence. 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

Karen Coles

Karen Coles
Area Network Change 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:

Weston Rhyn Post Office information sheet			
Address	St. Johns Church Vicarage Lane Weston Rhyn Oswestry SY10 7RE		
Post Office Opening hours	<table border="1"> <tr> <td>Thu</td><td>12:30 - 14:30</td></tr> </table>	Thu	12:30 - 14:30
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Distance	160 metres away from the previous branch, along varied terrain.		
Products & Services	The majority of Post Office products and services will continue to be available.		
Accessibility & Accessibility works	<p>Access and facilities The new premises has a wide door and level access at the entrance.</p> <p>Transport/parking Roadside parking is available nearby.</p>		

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.