



Dear Customer

Whitminster Post Office®
Previously located at: Highfield Garden World, Bristol Road, Whitminster, GU2 7PB

Decision - Service Re-opening

The formal period of local public consultation about our proposal to restore Post Office services to Whitminster with the introduction of a Mobile Outreach service has come to an end. I am now writing to let you know the final plans for this service. As you are aware, in order to restore Post Office services to our customers in Whitminster, we introduced a Mobile service which commenced on 23 January 2018 from The Close, Whitminster, Gloucester, GL2 7NU.

We received 9 individual responses from customers and local representatives during the consultation period. While the main feedback welcomed the restoration of Post Office services to the community with the introduction of a Mobile Outreach service, many respondents 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 for the new service. With this in mind, we have decided that to better serve our customers in the area, the Mobile Outreach service will now operate from the car park of the Village Hall located at Whitminster Village Hall, School Lane, Whitminster, Gloucester, GL2 7NT. The services and operating hours of the Mobile Outreach service will remain unchanged.

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. 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

Neil Jenkins
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:

Whitminster Post Office information sheet			
New Post Office location			
Address	Car Park of Whitminster Village Hall School Lane Whitminster Gloucester GL2 7NT		
Post Office Opening hours		Tue	15:00 - 16:00
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 There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.</p> <p>Transport/parking Parking is available in the Village Hall car park.</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.