



Dear Customer

**Whitminster Post Office®**

**Previously located at: Highfield Garden World, Bristol Road, Whitminster, GU2 7PB**

**Public Consultation – Branch Re-opening**

In order to restore Post Office services to our customers in Whitminster, we have introduced a Mobile service which commenced on 23 January 2018 from The Close, Whitminster, Gloucester, GL2 7NU. Please accept our apologies for the late notification on this occasion.

The branch closed temporarily in October 2016 because the Postmaster resigned and the premises were withdrawn for Post Office use. We are now pleased to inform you that the Postmaster from Cam Post Office has been identified, to offer a service from a Mobile van to our customers in Whitminster.

The new service operates on Tuesdays from 15:00 – 16:00. Full details of the new service are provided at the end of this letter.

**Consulting on the changes**

Although, in order to restore a service to our customers as soon as possible, the new Mobile service is already operating in Whitminster, we're now starting a 6 week local public consultation and, we would like you to tell us what you think about the new service.

- How suitable you think the new location is and how easy it is to get there
- Are there any other local community issues which you believe could be affected by or affect the proposed change

If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new service. If others in your organisation are interested, please feel free to let them know about it.

Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

You can share your views on the change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 123458

[postofficeviews.co.uk](http://postofficeviews.co.uk)

**Dates for the local public consultation:**

Local Public Consultation starts	20 February 2018
Local Public Consultation ends	5 April 2018

In this instance we have extended the public consultation by 2 working days to allow for the holiday period over Easter.

We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.




We will inform our customers of the final decision by displaying a poster locally.

Yours faithfully



**Sarah Cottrell**  
**Network Operations Area Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use and no further address details are required.**

Want to tell us what you think right here and now – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**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.**

Whitminster Post Office information sheet			
New Post Office location			
Address	The Close Whitminster Gloucester GL2 7NU		
Post Office Opening hours		Tue	15:00 - 16:00
Distance	290 metres away from the current branch, along varied terrain.		
Products & Services	The majority of Post Office products and services will continue to be available.		
Accessibility & Accessibility works	<b>Access and facilities</b> 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.  <b>Transport/parking</b> Roadside parking is available nearby.		
Local Public Consultation starts	20 February 2018		
Local Public Consultation ends	5 April 2018		

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)

