



Dear Customer

Wick Post Office®
17-19 Bridge Street, Wick, KW1 4AJ

Decision - Branch Relocation

I am writing to confirm that we have completed the proposed relocation of this service to Best Wishes, 33 Bridge Street, Wick, KW1 4AJ.

We received 3 individual responses from customers and local representatives during the consultation period. The feedback welcomed the proposed relocation, making mention to the parking facilities and more space the new premises would provide. As the community welcomed the relocation of Post Office services to Best Wishes. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new service.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed the parking facilities, I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to maintain a Post Office service in Wick and provide future sustainability for the branch. I am therefore confident that this is the correct course of action to take.

The new branch opened on Thursday 23 November 2017 at 09:00





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: 32484099

Thank you for considering our proposal.

Yours faithfully

Kenny Lamont
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  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.

We've published our final plan on-line, to see it, scan here.

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



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 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Wick Post Office Best Wishes 33 Bridge Street Wick KW1 4AJ	Services The same range of services will continue to be available however excluding National Lottery.	Transport/parking There is a car park within 170 metres of the new premises.														
Opening times <table><tr><td>Mon</td><td>09:00 - 17:00</td></tr><tr><td>Tue</td><td>09:00 - 17:00</td></tr><tr><td>Wed</td><td>09:00 - 17:00</td></tr><tr><td>Thu</td><td>09:00 - 17:00</td></tr><tr><td>Fri</td><td>09:00 - 17:00</td></tr><tr><td>Sat</td><td>09:00 - 15:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon	09:00 - 17:00	Tue	09:00 - 17:00	Wed	09:00 - 17:00	Thu	09:00 - 17:00	Fri	09:00 - 17:00	Sat	09:00 - 15:00	Sun	Closed	Access and facilities This branch has a wide door and level access at the entrance.	Route 50 metres away from the previous branch, along level terrain.
Mon	09:00 - 17:00															
Tue	09:00 - 17:00															
Wed	09:00 - 17:00															
Thu	09:00 - 17:00															
Fri	09:00 - 17:00															
Sat	09:00 - 15:00															
Sun	Closed															