



Dear Customer

Tarvin Post Office®
46 High Street, Tarvin, Chester, CH3 8EE

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to change the opening hours of the above Post Office.

We received 19 comments from customers during the consultation period. This feedback was all in support of our plans as customers commented that it is vital that Post Office services are retained in the local community albeit with reduced opening times, rather than lose the facility altogether. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account in finalising our plans for the new service.

Our priority is to safeguard Post Office services to the local community. In order to provide a sustainable service to our customers, it is important that the service is feasible for our Postmaster. I am therefore confident that changing the opening hours is the correct course of action to take whilst adequately meeting the needs of the Tarvin community and ensuring the service is sustainable into the future.

I can confirm that the new opening times commenced on Sunday 5 November 2017. Posters will now be displayed in branch to let customers know about this decision. Further details of the new service are provided at the end of this letter.

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: 341614.

Thank you for considering our proposal.

Yours sincerely

Denise Nutbrown

Denise Nutbrown
Network Operations 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**

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.



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.

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.postoffice.co.uk/transforming-post-office. 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:

Tarvin Post Office®

46 High Street
Tarvin
Chester
CH3 8EE

Opening times

Monday	08:00-18:00
Tuesday	08:00-18:00
Wednesday	08:00-18:00
Thursday	08:00-18:00
Friday	08:00-18:00
Saturday	09:00-16:00
Sunday	Closed

Services

The same range of Products and services will continue to be available.

Access and facilities

No change.

Transport/parking

No change.

Route

No change.
