



Mr Tony Miles - Convenor
Lenzie Community Council

23 February 2017

Dear Mr Miles

Lenzie Post Office®
118 Kirkintilloch Road, Lenzie, G66 4LQ

Branch Temporary Closure

I am writing to advise you that, for operational reasons, the above branch closed temporarily on 4 February 2017. I am sorry for the late notification of the closure on this particular occasion.

I can assure you that we are working to resume Post Office services at Lenzie and I would like to apologise for any inconvenience this temporary closure may cause to people locally. In the interim, we hope that our customers will continue to use the Post Office and full details of alternative services in the area are shown at the end of this letter.

We're handling this change in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code below.

I would like to thank you for your patience at this time. I will ensure that you are kept advised of developments in due course.

Yours sincerely

Wendy Grant

Wendy Grant
Network Operations Manager

How to contact us:

 comments@postoffice.co.uk

 Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55

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

 www.postoffice.co.uk

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 03457 22 33 55.

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 on our website at: 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 nearby branches:

<p>Kirkintilloch Post Office WH Smith 16-18 Cowgate Kirkintilloch G66 1HN</p> <p> Opening times</p> <table border="1"> <tr> <td>Mon to Sat</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon to Sat	09:00 – 17:30	Sun	Closed	<p> Services A range of key Post Office products and services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> Access and facilities This service has level access, and a wide automatic door entrance. Internally, there is a low-level serving counter, a low-level writing desk and space for a wheelchair.</p>	<p> Transport/parking Limited parking near the premises. There is a frequent bus service available between Linzie Post Office and this Post Office service.</p> <p> Route This Post Office service is located approximately 1.5 miles away from Linzie Post Office, along varied terrain.</p>
Mon to Sat	09:00 – 17:30					
Sun	Closed					

<p>Merkland Post Office 81 Merkland Drive Kirkintilloch G66 3SJ</p> <p> Opening times</p> <table border="1"> <tr> <td>Mon to Sun</td> <td>07:00 – 22:00</td> </tr> </table>	Mon to Sun	07:00 – 22:00	<p> Services The same range of services will continue to be available, with the addition of Passport Check and send and National Lottery. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> Access and facilities This service has level access, and a wide automatic door entrance. Internally, there is a low-level serving counter, a low-level writing desk and space for a wheelchair.</p>	<p> Transport/parking There is a car park directly outside the premises. There is a frequent bus service available between Linzie Post Office and this Post Office service.</p> <p> Route This Post Office service is located approximately 2.3 miles away from Linzie Post Office, along varied terrain.</p>
Mon to Sun	07:00 – 22:00			