

CHORLEY LIAISON

WEDNESDAY, 16TH MARCH 2016, 6.30 PM
COUNCIL CHAMBER, TOWN HALL, CHORLEY

9 **Questions from Members of the Liaison and the public (Pages 3 - 4)**

A letter has been received from the Post Office.

GARY HALL
CHIEF EXECUTIVE

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Registered Post Office Customer Care
Tel 0345 722 33 44
Fax 01226 273536
Textphone (for people who are deaf
or hard of hearing) 03457 22 33 55
Email customercare@postoffice.co.uk

Mrs Ruth Rimmington
Chorley Borough Council
Town Hall
Market Street
CHORLEY
PR7 1DP

19 May 2016

Our Ref: CAS-1811321-V5K0Q7

Dear Mrs Rimmington,

Thank you for your email with reference to the availability of a mobile service within the Wheelton Area.

On receipt of your request, I passed the details on to the management team responsible for the Wheelton area. They have made inquiries with mobile services near the area and unfortunately these are unable to accommodate a stop in the village.

I can confirm that a newsagents in the area did progress to offering Post Office services. However due to unforeseen circumstances they decided not to open the branch in their premises.

If local councillors are able to put forward a retailer opportunity, I would be happy to pass this on to the management team to review for suitability.

Once again, thank you for taking the time to bring this to our attention. We do rely on customer feedback to improve the service we provide so please feel free to contact us if you have any further issues.

Please accept my sincere apologies for any inconvenience caused.

If you need any further help with Post Office products and services, you can access information at www.postoffice.co.uk or you can call 0345 722 33 44 between 8:15am and 6pm Monday to Friday and 8:30am to 2pm on Saturday.

Yours sincerely

Joshua Bradshaw

Customer Care

If you have difficulty reading this letter, it is available in a different format free of charge by telephoning 0345 722 33 44.
