



Dear Customer

**Castleton Post Office®**  
**The Chapel, High Street, Castleton, YO21 2EE**

**Local Public Consultation Decision**

I am writing to confirm that we will be proceeding with our proposal to change the opening hours at the above branch.

We received 7 individual responses from customers and local representatives during the consultation period. Respondents 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 operator. I am therefore confident that changing the opening hours is the correct course of action to take whilst adequately meeting the needs of the Castleton community and ensuring the service is sustainable into the future.

I can confirm that the new opening times will commence from Monday 22 May 2017. 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](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 16855899





Thank you for considering our proposal.

Yours sincerely

A handwritten signature in black ink, appearing to read "Kenny Lamont".

**Kenny Lamont**  
**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: 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.**

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.postoffice.co.uk/transforming-post-office](http://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.

**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.**

**Details of the new service**

<p><b>Castleton Post Office</b> The Chapel High Street Castleton YO21 2EE</p> <p> <b>New Opening times</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Monday</td><td>09:00 - 17:30</td></tr> <tr><td>Tuesday</td><td>Closed</td></tr> <tr><td>Wednesday</td><td>09:00 - 17:30</td></tr> <tr><td>Thursday</td><td>09:00 - 17:30</td></tr> <tr><td>Friday</td><td>Closed</td></tr> <tr><td>Saturday</td><td>Closed</td></tr> <tr><td>Sunday</td><td>Closed</td></tr> </table>	Monday	09:00 - 17:30	Tuesday	Closed	Wednesday	09:00 - 17:30	Thursday	09:00 - 17:30	Friday	Closed	Saturday	Closed	Sunday	Closed	<p> <b><u>Services</u></b> The same range of services will continue to be available.</p> <p>Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p>	<p> <b><u>Access and facilities</u></b> No change.</p> <p> <b><u>Parking</u></b> No change.</p>
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