



Dear Customer,

**Kesteven Road Post Office®
50 Kesteven Road, Stamford, PE9 1SU**

Branch Temporary Closure

I am writing to advise you that, for operational reasons, the above branch closed temporarily on Wednesday 30 May 2018. 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 Kesteven Road and I would like to apologise for any inconvenience this temporary closure may cause 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 faithfully

Paul Johnson

**Paul Johnson
Area Network Change Manager**

How to contact us:

comments@postoffice.co.uk
FREEPOST Your Comments
www.postofficeviews.co.uk

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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: 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.

Alternative branches:

Stamford Post Office

10 All Saints Place
Stamford
PE9 2EY

Services

The same range of services will continue to be available with the addition of Car tax, Comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and steps at the entrance with grab rails.

Opening times

Monday	09:00-17:30
Tuesday	09:30-17:30
Wednesday	09:00-17:30
Thursday	09:00-17:30
Friday	09:00-17:30
Saturday	09:00-12:30
Sunday	Closed

Transport/parking

Time restricted roadside parking is available nearby and three disabled bays directly outside this branch. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1 mile away from Kesteven Road branch, along varied terrain.

Sutherland Way Post Office

32a Sutherland Way
Stamford
PE9 2TB

Services

The same range of services will continue to be available.

Access and facilities

This branch has a wide door and level access at the entrance.

Opening times

Monday	05:00-17:30
Tuesday	05:00-17:30
Wednesday	05:00-17:30
Thursday	05:00-17:30
Friday	05:00-19:30
Saturday	05:00-19:30
Sunday	05:00-13:00

Transport/parking

Roadside parking is available outside the branch. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1.5 miles away from Kesteven Road branch, along varied terrain.

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.