



Dear Customer

Gretton Post Office®
48 High Street, Gretton, Corby, NN17 3DE

Local Public Consultation Decision

I'm writing to confirm that we have proceeded with our proposal to introduce a Hosted Outreach service, which is operating from Lydia's Coffee Shop, 30 High Street, Gretton, Corby, NN17 3DE. I am pleased to let you know that the new service commenced on Friday 9 February 2018.

We received a number of comments from customers during the consultation period. This feedback was mainly in support of our plans, as the community welcomed the restoration of Post Office services to Gretton. I am therefore confident that the establishment of this Hosted Outreach Service is the correct course of action to take.

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 can use the search function to find this letter either by entering branch name, postcode or the unique branch code 328226.




Thank you for considering our proposal.

Yours faithfully

Anthony Bailey

Anthony Bailey
Area Network Change Manager

How to contact us:

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

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.

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.

Details of the new service:

Gretton Post Office information sheet					
Address	Lydia's Coffee Shop 30 High Street Gretton Corby NN17 3DE				
Post Office Opening hours	<table border="1"> <tr> <td>Tue</td> <td>09:30 - 12:30</td> </tr> <tr> <td>Fri</td> <td>09:30 - 12:30</td> </tr> </table>	Tue	09:30 - 12:30	Fri	09:30 - 12:30
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Fri	09:30 - 12:30				
Distance	100 metres away from the previous branch, along varied terrain.				
Products & Services	The same range of services will continue to be available, however excluding National Lottery & Euro Travel Money.				
Accessibility & Accessibility works	<p style="text-align: center;">Access and facilities</p> <p style="text-align: center;">This branch has a wide door and a step at the entrance.</p> <p style="text-align: center;">Parking</p> <p style="text-align: center;">Roadside parking is available nearby.</p>				
Date of relocation	Friday 9 February 2018				