



Dear Customer

**Landcross Drive Post Office®  
45-47 Landcross Drive, Northampton, NN3 3LN**

**Local Public Consultation Decision**

We are writing to confirm that we will be proceeding with our proposal to relocate this service to Mace, 53 Landcross Drive, Northampton, NN3 3LN.

We received 5 individual responses from customers during the consultation period. The feedback welcomed the proposed relocation. As the community welcomed the relocation of Post Office services to Mace, 53 Landcross Drive. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new service.

I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to maintain a Post Office service in Landcross Drive and provide future sustainability for the branch. I am therefore confident that this is the correct course of action to take.

The new branch opened on Wednesday 15 November 2017.





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 can use the search function to find this letter either by entering branch name, postcode or the unique branch code 636458

Thank you for considering our proposal.

Yours sincerely

**Sarah Cottrell**  
**Network Operations Area Manager**

## How to contact us:

-  [postofficeviews.co.uk](https://www.postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03452 66 01 15  
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.postofficeviews.co.uk](https://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.

**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.**