



Dear Customer

Langar Post Office®
Main Street, Langar, Nottingham, NG13 9HE

I am writing to confirm that we have proceeded with our proposal to restore Post Office services to our customers in Langar. The Hosted Outreach Service commenced on Tuesday 10 October 2017, operating from Langar Cum Barnstone Village Hall, Main Road, Barnstone, Nottingham, NG13 9JP.

We received 4 individual responses from customers during the consultation period. Some feedback expressed concerns about the proposed opening times of the Hosted Outreach services. We also had comments in support of retaining a Post Office service in the local community. We do understand that for some customers the service times may be less convenient. However, we believe that these hours will meet the needs of our customers, whilst allowing us to maintain a sustainable service in the longer term.

The feedback provided has enabled me to improve my understanding of customers' concerns, and ensured that all such information was taken into account before we finalised our plans for the new service. I am confident that the introduction of this Hosted Outreach service will meet the needs of our customers in the local community.

You can also find a copy of this letter on our website at postofficeviews.co.uk.

Thank you for considering our proposal.

Yours faithfully

Lesley McNally

Lesley McNally
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
 -  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. 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:

Langar Post Office

Langar-Cum-Barnstone Village Hall
Main Road
Barnstone
Nottingham
NG13 9JP

Opening times

Tuesday	11:30-13:30
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Services

The same range of services are available with the addition of National Lottery.

Access and facilities

There are two entrances to the Village Hall. The main entrance is via steps with a grab rail. The second entrance is at the rear of the premises and is via a wide door and a ramp with a handrail.

Transport/parking

Roadside parking is available nearby. There is disabled parking available to the side of the Village Hall. There is a regular bus service available between the previous branch and the new premises. The nearest bus stop is 110 metres away.

Route

1.1 miles away from the previous branch, along varied terrain.
