Dear Customer

Mapplewell Post Office®
Spark Lane, Mapplewell, Barnsley, S75 6AA

Branch Temporary Closure

I am writing to inform you that, regrettably, following the resignation of the Postmaster and the premises no longer being available for Post Office the above branch closed temporarily on Monday 05 September 2016. Please accept my apologies for the late notification on this occasion.

Looking after a nationwide network of Post Office services, we have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. I can assure you that we will continue to work to find a solution that will provide a Post Office service to the Mapplewell community.

If you have any questions you would like to raise about this matter, please write to me via the Communication and Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled 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 at the end of this letter. Other people in your organisation may have an interest in this issue so please let them know about it.

I would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

I will write to you again once I have any news about our plans for future service provision.

Yours sincerely

Am Wallace

Allison Wallace
Field Change Advisor

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How to contact us:

comments@postoffice.co.uk

FREEPOST Your Comments
Please note this is the full address to use and no further address details are required.

Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55

www.postoffice.co.uk

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.

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.postoffice.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 access to Post Office services:

Windhill Post Office
288 Sackup Lane
Staincross
Barnsley
S75 5BA

Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 12:30

Services
The same range of services will continue to be available, with the addition of On Line Lottery and On Demand travel insurance but excluding Dollar On Demand travel money. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities
This service has a wide door and access is via a ramp with a handrail. Internally, there is a hearing loop and space for a wheelchair.

Transport/parking
Roadside parking is available outside the premises.
There is a frequent bus service available between Mapplewell branch and this Post Office service. The nearest bus stop is approximately 120 metres away.

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

New Lodge Estate Post Office
301 Wakefield Road
Barnsley
S71 3LR

Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 14:30

Services
The same range of services will continue to be available, with the addition of Car tax, Passport Check and Send, On Line Lottery, Comprehensive travel money and On Demand travel insurance. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities
This service has level access, with a wide automatic door. Internally, there is a hearing loop, a low-level writing desk and space for a wheelchair.

Transport/parking
There are parking facilities nearby. There is a frequent bus service available between Mapplewell branch and this Post Office service. The nearest bus stop is approximately 130 metres away.

Route
This Post Office service is located approximately 1.3 miles away from Mapplewell branch, along varied terrain.