



Dear Customer

**Mitcham Post Office®**  
**7-8 Langdale Parade, Mitcham, CR4 2YS**

**Local Public Consultation Decision**

We are writing to confirm that we will be proceeding with our proposal to relocate this service to 5 Langdale Parade, Mitcham, CR4 2PF.

We received no comments from customers or local representatives during the consultation period. I have carefully considered my original proposal and I am confident that the relocation is the correct course of action to take. I am confident that the new branch is suitably located and will meet customer needs, whilst helping to maintain a Post Office service in Mitcham 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 Monday 17 July 2017.

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](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 174013




Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Michael Brennan".

**Michael Brennan**  
**Network Operations Area Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://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](http://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.**

<b>Mitcham Post Office information sheet</b>															
<b>Address</b>	5 Langdale Parade Mitcham CR4 2PF														
<b>Post Office Opening hours</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
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<b>New Opening times of Post Office service at retail counter offering selected services</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Mon - Sat</td><td>08:30 - 18:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Sat	08:30 - 18:00	Sun	Closed										
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<b>Distance</b>	10 metres away from the previous branch, along level terrain.														
<b>Products &amp; Services</b>	The same range of services will continue to be available.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> This branch has a wide door and level access at the entrance.</p> <p><b>Transport/parking</b> No Change.</p>														