



11 June 2018

Dear Sir/Madam

**New Costessey Post Office®
East of England Co-op, 200 Norwich Road, Norwich, NR5 0EX**

Branch Temporary Closure

I am writing to inform you that, regrettably, due to damage caused to the premises following a recent incident, the above branch closed temporarily on 31 May 2018. Please accept my apologies for the late notification on this occasion.

I can assure you that we are working to resume Post Office services at New Costessey and I would like to apologise for any inconvenience this temporary closure may cause to people locally. In the interim, we hope that our customers will continue to use the Post Office and full details of alternative services in the area are shown at the end of this letter.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to 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. If others in your organisation are interested in this information, please feel free to 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 faithfully

Mike Ball

**Mike Ball
Multiples Account Executive**

How to contact us:

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

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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.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.

Alternative branches:

Upper Stafford Ave Post Office

Premier Stores
1 Upper Stafford Avenue
New Costessey
Norwich
NR5 0AB

Opening times

Monday	09:00 – 13:00 14:00 – 17:30
Tuesday	09:00 – 13:00 14:00 – 17:30
Wednesday	09:00 – 13:00 14:00 – 17:30
Thursday	09:00 – 13:00 14:00 – 17:30
Friday	09:00 – 13:00 14:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Services

The same range of services will continue to be available with the addition of National Lottery and On Demand Travel Insurance, however excluding Dollar Travel Money.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

There is forecourt parking available directly outside of this branch. Roadside parking is also available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.9 miles away from New Costessey branch, along varied terrain.

Costessey Post Office

Premier Stores
10 West End
Old Costessey
Norwich
NR8 5AG

Opening times

Monday	07:30 – 17:30
Tuesday	07:30 – 17:30
Wednesday	07:30 – 17:30
Thursday	08:00 – 17:30
Friday	07:30 – 17:30
Saturday	09:00 – 15:00
Sunday	Closed

Services

The same range of services will continue to be available with the addition of National lottery.

Access and facilities

This branch has a wide door and a small ramp at the entrance.

Transport/parking

Roadside parking is available nearby. There is a regular bus service available between New Costessey branch and this Post Office service. The nearest bus stop is approximately 60 metres away.

Route

This Post Office service is located approximately 1.5 miles away from New Costessey branch, along varied terrain.

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.