



Dear Customer

Newton St Faiths Post Office®
Newton St Faiths Centre Car Park, Newton St Faiths, Norwich, NR10 3AD

I am writing to confirm that we will be proceeding with our proposal to relocate this service at the Layby, Bus Stop, Corner of Manor Road and Newton Street, Newton St Faiths, Norwich, NR10 3AD.

We received 1 individual response from a local representative during the consultation period. The main feedback centred on the new location. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

Having carefully considered my original proposal, and the feedback received, I am confident that the relocation of this service in Newton St Faiths is the correct course of action to take as it will now be serving in the vicinity of Fairholme Road. In order to maintain a Post Office service to our customers in Newton St Faiths, the new service commenced operating from 09 January 2017 at the Layby, Bus Stop, Corner of Manor Road and Newton Street, Newton St Faiths, Norwich, NR10 3AD. The move has enabled us to secure Post Office services to the local community.

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. When entering the website you will be asked to enter the code for this branch: 725136





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.

Want to tell us what you think right here and now – 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:

Newton St Faiths Mobile Service

Layby at the Bus Stop
Corner of Manor Road and
Newton Street
Newton St Faiths
Norwich
NR10 3AD

Proposed opening times

Monday	13:30 – 15:30
Wednesday	13:30 – 15:30

Services

The same range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Parking available close to the Mobile Van.

Route

The new service is located approximately 0.3 miles away from the previous service, on the same road along varied terrain.