



Dear Customer

Rosehill Post Office®
The Co-op, 328 Wrythe Lane, Carshalton, SM5 1AD

I am writing to confirm that we have proceeded with our proposal to re-open this service at Costcutter, 25 The Market, Wrythe Lane, Carshalton, SM5 1AG. The new service commenced on Tuesday 31 October 2017 at the new location mentioned above.

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 reopening this service is the correct course of action to take.





You can also find a copy of this letter on our website at 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 171013.

Thank you for considering our proposal.

Yours faithfully

Michael Brennan
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:

Rosehill Post Office

Costcutter
25 The Market
Wrythe Lane
Carshalton
SM5 1AG

Services

The same range of services will continue to be available.

Access and facilities

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

Transport/parking

Time restricted roadside parking is available nearby.

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	09:00-17:30
Sunday	Closed

Route

100 metres away from the previous branch, along level terrain.
