



Dear Customer

Sherwood Post Office®
607 Mansfield Road, Nottingham, NG5 2FW

Local Public Consultation Decision

I am writing to confirm that we will be proceeding with our proposal to change the opening hours at the above branch.

We received 2 individual responses from customers during the consultation period. The feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account in finalising our plans for the new service.

Our priority is to safeguard Post Office services to the local community. In order to provide a sustainable service to our customers, it is important that the service is feasible for our operator. I am therefore confident that changing the opening hours is the correct course of action to take whilst adequately meeting the needs of the community and ensuring the service is sustainable into the future.

I can confirm that the new opening times will commence from 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. When entering the website you will be asked to enter the code for this branch: 535227

Thank you for considering our proposal.

Yours faithfully

Lesley McNally
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
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.postoffice.co.uk/transforming-post-office. 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 03457 22 33 44 or Textphone 03457 22 33 55.

Details of the new service

Sherwood Post Office®

607 Mansfield Road
Nottingham
NG5 2FW



New Opening times

Monday	08:00 - 18:00
Tuesday	08:00 - 18:00
Wednesday	08:00 - 18:00
Thursday	08:00 - 18:00
Friday	08:00 - 18:00
Saturday	08:00 - 18:00
Sunday	Closed



Services

The same range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.



Access and facilities

No change.



Parking

No change.