



# Changes to your branch®

**We recently asked your views regarding access in relation to our plans to franchise Thetford Post Office.**

We received 13 responses from customers which didn't raise any concerns about access.

We will be working with the new operator to ensure that there are sufficiently wide, clear aisles and there is adequate space for Post Office customers, including wheelchair and buggy users, so they can easily access the Post Office area

The current branch layout and privacy arrangements will continue, offering the same products and services with the exception of the internal cash machine. The new operator will be responsible of ensuring that the branch has sufficient staff to cope with demand and the branch has been sized based on current and future predicted customer levels.

**To make the change the branch will close temporarily on  
Wednesday 25 September 2019 at 16:00  
and re-open on Thursday 26 September 2019 at 09:00**

During this period of temporary closure customers requiring Post Office services may use any convenient Post Office branch.

Details of nearby alternative branches are shown below.

- Canons Walk Post Office, 103 Canons Walk, Thetford, IP24 3PT
  - Brandon Post Office, 33-35 High Street, Brandon, IP27 0AQ
- Mildenhall Post Office, Co-op Mildenhall, King Street, Mildenhall, Bury St Edmunds, IP28 7EZ

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**How to contact us:**

Comments @postoffice.co.uk

Call 03452 66 01 15

Postofficeviews.co.uk

Freepost Your Comments

Textphone 03457 22 33 55

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If you would like this information in Braille, large print or audio call 03452 66 01 15, Textphone 03457 22 33 55 or to see a copy of our Principles of Community Engagement about changes to the Post Office® network, visit our website [postofficeviews.co.uk](http://postofficeviews.co.uk)

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