



Dear Customer

Thorpe End Post Office®
65 Plumstead Road, Thorpe End, Norwich, NR13 5AJ

Branch Temporary Closure

I am writing to inform you that, regrettably, following the resignation of the Postmaster and the withdrawal of the premises for Post Office use the above branch will be closing temporarily on Wednesday 2 August 2017.

The provision of a Post Office service to our customers in the local community is important to us, and we will continue to work hard to restore services in the area as soon as possible. We would welcome any applications from potential retail partners interested in running Thorpe End Post Office on our behalf. If you know anyone who is interested please give them our Agency Recruitment team contact telephone number: 0845 601 6260. My colleagues in this team will be pleased to provide the specific details about the vacancy at Thorpe End.

I would like to assure you that we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

Future provision will reflect customer numbers and usage and we may take the opportunity to establish an alternative type of service. This may be an outreach service where a Postmaster from a nearby branch offers the facility with hours of opening set to reflect the likely number of customers who will use the service or a new style branch known as a Post Office local. Post Office locals run alongside an established local shop and create a more modern and convenient retail experience for customers in newly refurbished premises.

If you have any questions you would like to raise about this matter, please write to me via the Communication and 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. Other people in your organisation may have an interest in this issue so please 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

Matthew Hatfull

Matthew Hatfull
Network Operations Manager

How to contact us:



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.



www.postofficeviews.co.uk

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.

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:

New Rackheath Post Office

1 Bernard Close
Rackheath
Norwich
NR13 6QS

Opening times

Monday	09:00-18:00
Tuesday	09:00-18:00
Wednesday	09:00-18:00
Thursday	09:00-18:00
Friday	09:00-18:00
Saturday	09:00-13:00
Sunday	Closed

Services

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

Access and facilities

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

Transport/parking

Roadside parking is available nearby.
There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1.3 miles away from Thorpe End branch, along varied terrain.

Thunder Lane Post Office

142 Thunder Lane
Thorpe
Norwich
NR7 0AB

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	09:00-16:00
Sunday	Closed

Services

The same range of services will continue to be available with the addition of Car tax, Comprehensive range of Travel Money, Passport Check & Send, On Demand Travel Insurance and an external Cash Machine, however excluding National Lottery.

Access and facilities

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

Transport/parking

Roadside parking is available nearby.
There are local buses serving the surrounding area.

Route

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