



Dear Sir/Madam

**Ulceby Post Office®  
Spruce Lane, Ulceby, DN39 6UL**

**Local Public Consultation Decision**

I am writing to confirm that we will be proceeding with our proposal to relocate this branch to High Street, Ulceby, DN39 6TG.

We received 1 individual response from a customer during the consultation period. The main feedback commented on the extra distance some customers would have to travel and highlighted the location of the new premises close to a bend in the road.

I appreciate that the proposed premises are located approximately 320 metres from the current site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site.

I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the new branch is suitably located to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 13:00 on Wednesday 15 November 2017, with the new branch opening, at High Street, Ulceby, at 13:00 on Thursday 23 November 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During this short period of closure customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- South Killingholme Post Office, 5 School Road, South Killingholme, Immingham, DN40 3HS
- East Halton Post Office, Townside, East Halton, Immingham, DN40 3NL

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](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 42131199.

Thank you for considering our proposal.

Yours faithfully

**Mike Ball**  
**Multiples Account Executive**

## How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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](http://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.**

<b>Ulceby Post Office information sheet</b>															
<b>Address</b>	Co-operative Group Ltd High Street Ulceby DN39 6TG														
<b>Post Office Opening hours</b>	<table> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 12:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 12:30	Sun	Closed
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Sun	Closed														
<b>New Opening times of Post Office service at retail counter offering selected services</b>	<table> <tr><td>Mon - Sat</td><td>07:00 – 09:00 &amp; 17:30 – 22:00</td></tr> <tr><td>Sun</td><td>07:00 – 22:00</td></tr> </table>	Mon - Sat	07:00 – 09:00 & 17:30 – 22:00	Sun	07:00 – 22:00										
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Sun	07:00 – 22:00														
<b>Distance</b>	320 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The same range of services will continue to be available.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> The new premises will have a wide door and level access at the entrance. Internally there will be a hearing loop and space for a wheelchair.</p> <p><b>Transport/parking</b> There is a car park directly outside the new premises.</p>														
<b>Date of relocation</b>	Thursday 23 November 2017 at 13:00														