



Radcliffe on Trent Parish Council
The Grange
1 Vicarage Lane, Radcliffe-on-Trent
NOTTINGHAM
NG12 2FB

19 May 2014

Radcliffe On Trent Post Office®
9 Main Road, Radcliffe On Trent, Nottingham, NG12 2FD

Modernising your Post Office

I'm delighted to tell you that we've decided, with the subpostmaster's agreement, to change the above Post Office branch to one of our new main style branches.

The change to this branch is part of a three-year investment and support programme, the largest in the history of the Post Office, which will see around 6,000 branches (about half the Post Office network) converting to new style branches. Our aim is to create a more modern and convenient retail experience for customers that will include longer opening hours.

What will this mean for customers?

- a newly refurbished branch providing a modern open plan environment for customers
- the same products and services
- longer opening hours
- selected Post Office services will also be available at the retail counter during shop opening hours

Your new-look Post Office is scheduled to open at the current location on Tuesday 1 July 2014 at 13:00 - it will need to close for refurbishment on Tuesday 17 June 2014 at 17:30. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. I've included details of other Post Office branches in the area that customers can use during the refurbishment and some useful information about the change.

Posters will now be displayed in branch so customers are aware of the change and leaflets will also be available containing more information.


Getting in touch

I'm happy to answer any questions you may have about the new service. Please email or write to me via our Communication & Consultation team, whose contact details are provided overleaf.

www.postoffice.co.uk

We look forward to welcoming customers to their new main Post Office branch.

Yours sincerely



Sarah Sampson
Area Manager

How to contact us:

✉ comments@postoffice.co.uk

☎ Customer Helpline: 08457 22 33 44
Textphone: 08457 22 33 55

✉ FREEPOST Your Comments
Please note this is the full address to use and no further address details are required.

🌐 www.postoffice.co.uk

Post Office Ltd can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the Customer Helpline on 08457 22 33 44

This communication is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with Consumer Futures. If you'd like a copy of the Code, it's available in branch, by contacting us or on our website at: www.postoffice.co.uk/transforming-post-office.

Radcliffe On Trent Post Office information sheet								
Post Office opening hours	Current		New					
	Mon	09:00- 17:30	Mon	09:00 - 17:30				
	Tue	09:00- 17:30	Tue	09:00 - 17:30				
	Wed	09:00- 17:30	Wed	09:00 - 17:30				
	Thu	09:00- 17:30	Thu	09:00 - 17:30				
	Fri	09:00- 17:30	Fri	09:00 - 17:30				
	Sat	09:00 - 12:30	Sat	09:00 - 17:30				
	Sun	Closed	Sun	Closed				
New Opening times of Post Office service at retail counter offering selected services	<table border="1"> <tr> <td>Mon - Sat</td> <td>09:00 - 17:30</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>		Mon - Sat	09:00 - 17:30	Sun	Closed		
Mon - Sat	09:00 - 17:30							
Sun	Closed							
Products & Services	The same wide range of products and services will still be available.							
Accessibility works	There will be a low level serving counter and a hearing loop.							
Serving positions	There will be three serving positions. These will be a mixture of one screened, one open plan and a Post Office serving point for use at the retail counter, which is available during shop opening offering selected services.							
Current Post Office branch closes for refurbishment		New style Post Office branch opens						
17:30 on Tuesday 17 June 2014		13:00 on Tuesday 1 July 2014						
Other Post Offices branches in the area								
Cotgrave Post Office The Cross Cotgrave Nottingham NG12 3HS		Bingham Post Office 4-6 Nottingham Road Bingham Nottingham NG13 8AT						