



Dear Sir/Madam

Norton St Philip Post Office®
1 Fortescue Street, Norton St. Philip, Bath, BA2 7PE

Decision – Branch Re-opening

I'm writing further to my letter dated 18 April 2017 to confirm our final plans to restore Post Office services to the community of Norton St Philip. We received one individual response from a local representative during the consultation period who welcomed the restoration Post Office services to Norton St Philip.

I am pleased to confirm that we will be proceeding with our proposal to re-open the above Post Office branch at its current location. The branch will be re-opening at 1 Fortescue Street, Norton St. Philip, Bath, BA2 7PE, on Friday 16 June 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

I have carefully considered our original proposal, and the feedback received during the public consultation period. I am confident that the re-opening of this service will meet the needs of our customers in the local community. Further details of the 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: 29945899.

Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell
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.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 03457 22 33 44 or Textphone 03457 22 33 55.

Details of the new service:

Norton St Philip Post Office information sheet															
Address	1 Fortescue Street Norton St. Philip Bath BA2 7PE														
Post Office Opening hours	<table border="1"> <tbody> <tr> <td>Mon</td> <td>07:00 - 22:00</td> </tr> <tr> <td>Tue</td> <td>07:00 - 22:00</td> </tr> <tr> <td>Wed</td> <td>07:00 - 22:00</td> </tr> <tr> <td>Thu</td> <td>07:00 - 22:00</td> </tr> <tr> <td>Fri</td> <td>07:00 - 22:00</td> </tr> <tr> <td>Sat</td> <td>07:00 - 22:00</td> </tr> <tr> <td>Sun</td> <td>07:00 - 22:00</td> </tr> </tbody> </table>	Mon	07:00 - 22:00	Tue	07:00 - 22:00	Wed	07:00 - 22:00	Thu	07:00 - 22:00	Fri	07:00 - 22:00	Sat	07:00 - 22:00	Sun	07:00 - 22:00
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Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & Accessibility works	<p>Access and facilities No change.</p> <p>Transport/parking No change.</p>														