



Dear Sir/Madam

Giffard Park Post Office®
4 Knebworth Gate, Giffard Park, Milton Keynes, MK14 5QD

Branch Refurbishment

I am pleased to announce that our operator, who operates the above service on our behalf, is currently undertaking a refurbishment at the branch. Please accept my apologies for the late notification on this occasion.

The safety of our customers is of paramount importance to us. Therefore, to allow for the refurbishment to take place, the service closed, temporarily, on Wednesday 7 February 2018.

It is envisaged that the work will take approximately five to six weeks to complete, following which the service will re-open on Friday 16 March 2018. I am sorry for any inconvenience caused to our customers during this period.

A poster will be displayed at the service to ensure our customers are made aware of our plans. You may, additionally, want to share this information with those people within your organisation who you feel would have an active interest in this matter. If you have any further questions, please feel free to contact our National Consultation Team at the address shown below, who will co-ordinate all responses on my behalf. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

During the temporary closure of this service, we hope that our customers will continue to conduct their business with Post Office Limited. Full details of alternative Post Office services in the area are shown at the end of this letter.

If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

We're communicating this change in line with our Code of Practice. There's more information about the Code at the end of this letter.




Thank you for your patience at this time.

Yours faithfully

Damien Haydock

Damien Haydock
Network Operations Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

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:

Neath Hill Post Office

3 Tower Crescent
Neath Hill
Milton Keynes
MK14 6JY

Opening times

Monday	09:00 – 13:00 14:00 – 17:30
Tuesday	09:00 – 13:00 14:00 – 17:30
Wednesday	09:00 – 13:00
Thursday	09:00 – 13:00 14:00 – 17:30
Friday	09:00 – 13:00 14:00 – 17:30
Saturday	09:00 – 12:30

Services

The same range of services will continue to be available with the addition of On Demand Travel Insurance, however excluding Car tax and National Lottery.

Access and facilities

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

Transport/parking

There is a car park behind the branch. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1.2 miles away from Giffard Park branch, along varied terrain.

Newport Pagnell Post Office

30-32 High Street
Newport Pagnell
MK16 8AQ

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 – 14:30

Services

The same range of services will continue to be available with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance, however excluding National Lottery.

Access and facilities

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

Transport/parking

Time-restricted roadside parking is available nearby. There is a frequent bus service available between Giffard Park branch and this Post Office service. The nearest bus stop is 240 metres away.

Route

This Post Office service is located approximately 1.6 miles away from Giffard Park branch, along varied terrain.

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.