



Recd 23/7/15  
special delivery  
ref 23

Carole Mills - Chief Executive  
Milton Keynes Council  
Civic Offices  
1 Saxon Gate East  
MILTON KEYNES  
MK9 3EJ

22 July 2015

Dear Ms Mills

**Sherington Post Office®**  
**8b Church Road, Sherington, Newport Pagnell, MK16 9PB**

**Service Re-opening**

I am pleased to inform you that we will be restoring Post Office services to Sherington on Monday 14 September 2015.

The branch closed temporarily in April 2015 due to the resignation of the Postmaster. I'm sorry for any inconvenience the closure has caused to our customers in Sherington. I'm pleased to tell you that we have appointed a new agent to operate the branch at the above premises. The facilities at the branch will remain the same as before the temporary closure.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use the branch. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter. If you have any questions about the new service, 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".

We're carrying out this change in line with our Code of Practice. You can find more information about the Code at the end of this letter. I would like to thank you for your patience at this time.

We hope that you and our customers support your local Post Office service.

Yours sincerely

**Phillipa Newey**  
**Field Change Advisor**

## How to contact us:

 [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

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

 Customer Helpline: 03457 22 33 44  
Textphone: 03457 22 33 55

 [www.postoffice.co.uk](http://www.postoffice.co.uk)

**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.**

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.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office). 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.

## Details of the new service:

<p><b>Sherington Post Office</b> 8b Church Road Sherington Newport Pagnell MK16 9PB</p> <p> <b>Opening times</b></p> <table border="1"><tr><td>Mon to Fri</td><td>07:00 – 19:00</td></tr><tr><td>Sat</td><td>07:30 – 18:00</td></tr><tr><td>Sun</td><td>08:00 – 12:00</td></tr></table>	Mon to Fri	07:00 – 19:00	Sat	07:30 – 18:00	Sun	08:00 – 12:00	<p> <b>Services</b> The same range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> <b>Access and facilities</b> No Change</p>	<p> <b>Parking</b> No Change</p> <p> <b>Route</b> No Change</p>
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Sat	07:30 – 18:00							
Sun	08:00 – 12:00							