



Details of the proposed service:

<p>Newtonhill Hosted service Newtonhill Pharmacy 1 Skateraw Road Newtonhill Stonehaven AB39 3PU</p> <p> Opening times</p> <table border="1"><thead><tr><th>DAY</th><th>HOURS</th></tr></thead><tbody><tr><td>Friday</td><td>14:00-16:00</td></tr></tbody></table>	DAY	HOURS	Friday	14:00-16:00	<p> Services The same range of services will continue to be available, with the addition of Euro/Dollar On Demand Bureau De Change facilities. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> Access and facilities The premises will have access via a ramp, the automatic door is 775mm wide. Internally, there will be a low-level serving counter, a hearing loop and space for a wheelchair.</p>	<p> Transport/parking Roadside parking is available close to the premises.</p> <p> Route These premises are located approximately 320 yards away from the previous service, along hilly terrain.</p>
DAY	HOURS					
Friday	14:00-16:00					

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice are guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with Consumer Focus (a national organisation) on these guidelines.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office, or close a branch permanently, then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel. If we're considering closing a Crown Office, (*one of our larger offices that we run ourselves*), it's a 12 week consultation period.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at: www.postoffice.co.uk/networkchange and select 'Network changes'.