



Dear Customer

**Backworth Post Office®  
Backworth Stores, 1 Ashbourne Close, Backworth,  
Newcastle upon Tyne, NE27 0JU**

**Change of Service**

We are pleased to inform you that we will be restoring Post Office services in this area of Backworth on Monday 23 July 2018 at 13:00. Due to operational reasons the branch closed temporarily in April 2017.

The new service will be operated from the same location, Backworth Stores, 1 Ashbourne Close, Backworth, Newcastle upon Tyne, NE27 0JU and will offer a majority of Post Office products and services. Full details of the new service are provided at the end of this letter.

We 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 will support your new style Post Office service.

Yours faithfully

*Gail Burnett*

**Gail Burnett  
Area Network Change Manager**

**How to contact us:**

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

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

FREEPOST Your Comments

**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.**

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)

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](http://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.

### **Details of the new Post Office service:**

#### **Backworth Post Office®**

Backworth Stores  
1 Ashbourne Close  
Backworth  
Newcastle upon Tyne  
NE27 0JU

#### **Opening times**

|           |                                |
|-----------|--------------------------------|
| Monday    | 07:30 – 19:30                  |
| Tuesday   | 07:30 – 19:30                  |
| Wednesday | 07:30 – 19:30                  |
| Thursday  | 07:30 – 19:30                  |
| Friday    | 07:30 – 19:30                  |
| Saturday  | 07:30 – 19:30                  |
| Sunday    | 08:00 – 14:00<br>17:00 – 19:30 |

#### **Services**

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.

#### **Access and facilities**

Access is via a ramp from the pavement with a raised threshold strip at the entrance of the branch. Internally, there will be a low level serving counter and a hearing loop.

#### **Transport/parking**

Roadside parking is available outside this branch and nearby.

#### **Route**

Located at the same Post Office premises within Backworth Stores on Ashbourne Close.

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **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 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.

### **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.postofficeviews.co.uk](http://www.postofficeviews.co.uk)