



Dear Customer

**Temporary Closure**

**Barrow Post Office  
Church Road, Barrow, Bury St Edmunds, IP29 5AX**

We are writing to update following the relocation of Barrow Post Office to the new premises at Matt's Food Wine & More, 1A The Street, Barrow, Bury Edmunds, IP29 5AN, which opened on Tuesday 8 August 2023.

Due to technical issues, Barrow Post Office at this store has temporarily closed. We are working hard to restore services as soon as possible.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will now display posters in the new branch to inform customers of this change.

We apologise for any inconvenience caused during this temporary closure. During the temporary closure of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of three alternative Post Office branches in the area are shown at the end of this letter for your convenience. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

We would like to thank you for your patience at this time.

Yours faithfully

*Wendy Hamilton*

**Wendy Hamilton  
Network Provision Lead**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](http://postofficeviews.co.uk)  
FREEPOST Your Comments

**To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.**

## Alternative branches

Some branches may need to make changes to their opening hours. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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### Kentford Post Office

45 Moulton Avenue  
Kentford  
Newmarket  
CB8 8QX

#### Opening times

Monday – Friday	09:00 – 13:00 14:00 – 17:30
Saturday	09:00 – 12:00
Sunday	Closed

#### Services

Offers similar services, with the addition of National Lottery, and Euros On Demand Travel Money, however excluding, On Demand Travel Insurance, Dollars On Demand.

#### Access

This branch has a wide door and access is via a step at the entrance.  
Internally, there is a hearing loop.

### Getting there

This Post Office service is located approximately 5.8 miles away from Barrow branch, along varied terrain. Parking is available in the layby outside the branch and further roadside parking is available nearby. There are local buses serving in the surrounding area.

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### Ridley Road Post Office

6 The Parade  
Ridley Road  
Bury St Edmunds  
IP33 3HP

#### Opening times

Monday – Friday	08:30 – 17:30
Saturday	08:30 – 12:30
Sunday	Closed

#### Services

Offers similar services, with the addition of National Lottery, however excluding, Vehicle Tax, On Demand Travel Insurance, Euros and Dollars On Demand.

#### Access

This branch has a wide door and access is via a step at the entrance.  
Internally, there is a hearing loop.

### Getting there

This Post Office service is located approximately 5.3 miles away from Barrow branch, along varied terrain. There is a free customer car park outside the branch and in the parade of shops. There are local buses serving in the surrounding area.

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### Lake Avenue Post Office

4 - 5 South Parade  
Bury St Edmunds  
IP32 6HZ

#### Opening times

Monday – Friday	09:00 – 20:00
Saturday	09:00 – 11:45
Sunday	Closed

#### Services

Offers similar services, with the addition of a comprehensive range of Travel Money, and National Lottery.

#### Access

This branch has a wide automatic door and level access at the entrance.  
Internally, there is a hearing loop and space for a wheelchair.

### Getting there

This Post Office service is located approximately 6.9 miles away from Barrow branch, along varied terrain. Parking is available outside the branch and in the parade of shops with dedicated disabled bays. There are local buses serving in the surrounding area.

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## **Principles of Community Engagement on changes to the Post Office network (extract)**

A full version of this document is available on our Consultation Hub - [postofficeviews.co.uk](https://postofficeviews.co.uk)

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup> / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

**These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.**

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Consumer Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

**Postofficeviews.co.uk**

**Comments@postoffice.co.uk**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.