



Dear Customer

Branch Temporary Closure

**Billingham Post Office
53 Queensway, Billingham, TS23 2ND**

We are writing to advise you that, due to unforeseen circumstances, the above branch closed temporarily on Wednesday 30 August 2023. Please accept my apologies for the late notification on this occasion.

We are working to restore Post Office services at Billingham, and I would like to apologise for any inconvenience this temporary closure may cause locally. In the interim, we hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

We will display posters in the branch premises and in the local area to inform customers.

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.

If you are a local representative, we will ensure that you are kept advised of developments in due course.

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

Yours faithfully

Gail Burnett

**Gail Burnett
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk

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

Station Road Post Office

55 - 57 Station Road
Billingham
TS23 1AE

Opening times

Monday - Saturday	06:30 – 22:00
Sunday	07:00 – 20:00

Services

Offers Euros On Demand Travel Money, however excluding a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance, National Lottery.

Access

This branch has a wide 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 1.1 mile away from Billingham branch, along varied terrain. Parking is available outside the branch and along the parade of shops. There is also a free customer car park opposite the branch. There is a regular bus service available between Billingham branch and this Post Office service. The nearest bus stop is approximately 55 metres away.

Wolviston Post Office

14 High Street
Wolviston
Billingham
TS22 5JX

Opening times

Monday - Friday	08:00 – 17:30
Saturday	08:00 – 14:00
Sunday	08:00 – 11:00

Services

Offers the same services, however excluding, Passport Check & Send.

Access

This branch has a wide door with a grab rail and access is via a step at the entrance.

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 1.4 miles away from Billingham branch, along varied terrain. Roadside parking is available outside the branch and nearby. There are local buses serving in the surrounding area.

Norton Post Office

64 - 66 Leven Road
Norton
Stockton-on-Tees
TS20 1DF

Opening times

Monday – Saturday	09:00 – 17:30
Sunday	Closed

Services

Offers the same services, however excluding, National Lottery.

Access

This branch has a wide door and access is via a ramp with a handrail at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 2.3 miles away from Billingham branch, along varied terrain. Parking is available outside the branch with a designated disabled bay. Further roadside parking is available nearby. There is a regular bus service available between Billingham branch and this Post Office service. The nearest bus stop is approximately 550 metres away.

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

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 closure¹ / 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

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Textphone: 03457 22 33 55

¹ 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.