



Dear Customer

**Branch Temporary Closure**

**Birkenhead Post Office  
6 Princes Pavement, Grange Precinct, Birkenhead, CH41 2XY**

We are writing to advise you that, due to unforeseen circumstances, the above Post Office service closed temporarily on Wednesday 15 February 2023. Please accept my apologies for the late notification on this occasion.

The Post Office branch is scheduled to re-open on Thursday 16 March 2023.

We would like to apologise for any inconvenience this temporary closure may cause locally. We hope that our customers will continue to use Post Office services. In the interim, 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](http://www.postoffice.co.uk/branch-finder)

We will display posters in the branch premises 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.

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

Yours faithfully

*Karl Haddon*

**Karl Haddon  
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

During the Coronavirus pandemic 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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#### Tranmere Post Office

Unit 5  
Newmarket Square  
Old Chester Road  
Birkenhead  
CH42 3TD

##### Opening times

Monday - Friday	08:30 – 17:30
Saturday	08:30 – 14:30
Sunday	Closed

#### Services

Offers the same services, with the addition of 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 1.3 miles away from Birkenhead branch, along varied terrain.

There is a car park located within the shopping parade.

There are local buses serving in the surrounding area.

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#### Oxton Village Post Office

23 - 25 Rose Mount  
Oxton  
Prenton  
CH43 5SG

##### Opening times

Monday - Sunday	06:00 – 22:00
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#### Services

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

#### Access

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

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

#### Getting there

This Post Office service is located approximately 1.3 miles away from Birkenhead branch, along varied terrain.

Time restricted roadside parking is available outside the branch and nearby.

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, Citizens Advice 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, Citizens Advice 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.