



Dear Customer

Branch Closure for Refurbishment
Bridle Lane Post Office
75 Blackwood Road, Sutton Coldfield, B74 3PW

We are writing to update you on our recent communication informing you that we had scheduled to restore Post Office services to Bridle Lane on Wednesday 15 May 2024 from 75 Blackwood Road, Sutton Coldfield, B74 3PW.

The safety of our customers is of paramount importance to us, therefore, to allow for the building work to take place, it was necessary for the service to close, temporarily on Thursday 18 April 2024.

It was envisaged that the work would of have taken approximately four weeks to complete however due to unforeseen circumstances the opening was delayed. We have included details of other Post Office branches in the area that customers can use. We will update you in due course of the re-opening date once the revised date has been confirmed. Please accept my apologies for any inconvenience this may have caused.

The branches listed overleaf will be happy to provide customers with Post Office services during this period and this information will be made available locally. Should the dates change, posters will be displayed in branch to let customers know.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We would like to apologise for the inconvenience the temporary closure may have caused. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Notification is available at the end of this letter.

Yours faithfully

Kulwant Dosanjh

Kulwant Dosanjh
Area Change Manager

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Alternative branches

There are times our branches may need to make changes to its opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Chester Road Post Office

126 Hardwick Road
Walsall
B74 3DP

Opening times

| | |
|-------------------|---------------|
| Monday - Friday | 07:00 – 18:00 |
| Saturday - Sunday | 08:00 – 14:00 |

Services

Similar services will continue to be available, however excluding On Demand Travel Insurance and Dollars Travel Money.

Access

This branch has a wide door and a ramp with handrails or a step at the entrance.

Getting there

This Post Office service is located approximately 0.7 miles away from Bridle Lane branch, along varied terrain. Parking is available nearby. There is a frequent bus service available between Bridle Lane branch and this Post Office service. The nearest bus stop is approximately 120 metres away.

Pheseay Post Office

921 Queslett Road
Birmingham
B43 7DT

Opening times

| | |
|-------------------|---------------|
| Monday - Friday | 06:00 – 22:00 |
| Saturday - Sunday | 07:00 – 22:00 |

Services

Similar services will continue to be available, with the addition of Vehicle Tax, comprehensive range of Travel Money and Passport Check & Send.

Access

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

Getting there

This Post Office service is located approximately 1.8 miles away from Bridle Lane branch, along varied terrain. Time restricted parking is available directly outside. There are local buses serving the surrounding area.

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.

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
- Unplanned closure¹/planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

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

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.