



Dear Customer

Branch Temporary Closure

Burton Pidsea Post Office
Nisa Store, The Garage, Main Road, Burton Pidsea, Hull, HU12 9AX

We are writing to advise you that, due to unforeseen circumstances, the above branch closed temporarily on Friday 4 February 2022. Please accept my apologies for this late notification.

I apologise for any inconvenience this temporary closure may cause locally. We will provide an update in branch, or nearby, on this Post Office service as soon as possible. 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. Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

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

Allison Wallace

Allison Wallace
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

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

Roos Post Office

Roos Village Store
4 - 5 Main Street
Roos
Hull
HU12 0HB

Opening times

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

Getting there

This Post Office service is located approximately 3 miles away from Burton Pidsea branch, along varied terrain. Roadside parking is available outside the branch and nearby. There is a limited bus service serving in the surrounding area.

Services

A range of services will continue to be available, with the addition of On Demand Travel Insurance, however excluding Vehicle Tax and Euros Travel Money.

Access

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

Internally, there is a hearing loop.

Burstwick Post Office

The Village Store
Main Street
Burstwick
Hull
HU12 9EA

Opening times

Monday	08:30 – 17:00
Tuesday	Closed
Wednesday	08:30 – 14:00
Thursday	08:30 – 14:00
Friday	08:30 – 13:30 14:30 – 17:00
Saturday	09:00 – 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 3 miles away from Burton Pidsea branch, along varied terrain. There is time restricted roadside parking available outside the branch and nearby. There are local buses serving in the surrounding area.

Services

A range of services will continue to be available, however excluding Vehicle Tax and Euros Travel Money.

Access

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

Internally, there is a hearing loop.

Thorngumbald Post Office

Bridgeman News
Church Lane
Thorngumbald
Hull
HU12 9PA

Opening times

Monday - Friday	06:00 – 18:00
Saturday	06:00 – 16:00
Sunday	06:00 – 12:30

Getting there

This Post Office service is located approximately 5 miles away from Burton Pidsea branch, along varied terrain. There is a dedicated customer car park outside the shopping precinct. There are local buses serving in the surrounding area.

Services

A range of services will continue to be available, however excluding Vehicle Tax and Euros Travel Money.

Access

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

Internally, there is a hearing loop.

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, 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

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.