



Dear Customer

Branch Temporary Closure

**Cholmondeley Post Office
Bickerton Road, Malpas, SY14 8AQ**

We are writing to update about the building and refurbishment work at the above location and the branch closed temporary on Tuesday 31 January 2023.

Due to work delays, the Post Office branch did not re-open on Monday 27 February 2023, as previously advised. It is envisaged the Post Office service will re-open between mid to late March 2023.

We will keep you informed once the opening date is finalised, and information will be provided on our Post Office Consultation Hub and posters will be displayed in the branch to inform customers.

Please accept our apologies for any inconvenience caused during this temporary closure and the delay.

In the interim, customers requiring Post Office facilities during this closure, may use any convenient Post Office service. The branches listed overleaf will be happy to provide customers with Post Office services. Full details of alternative Post Office services in the area are shown at the end of this letter.

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.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice 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

Carol Williams

**Carol Williams
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

Nomans Heath Post Office

1 - 3 Meadow Court
Nomans Heath
Malpas
SY14 8DU

Opening times

Monday to Friday	07:00 – 19:00
Saturday & Sunday	08:00 – 19:00

Services

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

Access

This branch has a wide door and access is via a ramp with handrails at the entrance.
Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 3.4 miles away from Cholmondeley branch, along varied terrain.

Parking is available on the forecourt outside the branch.

Malpas Post Office

41 - 43 High Street
Malpas
SY14 8NR

Opening times

Monday to Friday	09:00 – 18:00
Saturday	09:00 – 13:00
Sunday	Closed

Services

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

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 4.1 miles away from Cholmondeley branch, along varied terrain.

Time restricted roadside parking is available outside the branch and there is also a car park located adjacent to Malpas Mini Launderette.

Burwardsley Post Office

Harthill Road
Burwardsley
Chester
CH3 9NU

Opening times

Monday	Closed
Tuesday & Wednesday	08:00 – 17:00
Thursday	08:00 – 15:00
Friday & Saturday	08:00 – 17:00
Sunday	08:30 – 12:00

Services

Offers similar services, with the addition of National Lottery.

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 4.9 miles away from Cholmondeley branch, along varied terrain.

Roadside parking is available outside the branch and nearby.

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.