



Dear Customer,

Service Re-Opening Update

**Clark Road Post Office
Premier, 1E Clark Road, Wolverhampton, WV3 9NW**

Further to my recent communication, regarding our plans to re-open Clark Road Post Office scheduled to open on Monday 02 March 2026, regrettably, we have been unable to finalise these plans as scheduled.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited. We will write to you again as soon as we have more information about any reopening date and posters will be displayed in branch to let customers know.

We apologise for the inconvenience the closure may cause. In the interim, we hope that our customers will continue to use Post Office services and details of possible 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're carrying out this notification in line with our Principles of Community Engagement. A copy 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 their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Whitmore Reans Post Office		Services
Avion Centre Bargate Drive Whitmore Reans WV6 0QW		Offers similar services, with the addition of Vehicle Tax, a comprehensive range of Travel Money and Euro Travel Money, however excluding Passport Checking.
Opening times		Access
Mon – Fri	09:00 – 17:00	Access is level at the entrance to the premises.
Sat	09:00 – 15:00	
Sun	Closed	
Getting there		
Approximately 0.7 miles from Clark Road Post Office branch, along varied terrain. There is a car park, with disabled bays, available outside the branch. There are local bus routes serving the surrounding area.		

Darlington Street Post Office		Services
16 Darlington Street Wolverhampton WV1 4HW		Offers similar services, with the addition of Vehicle Tax, Passport Check & Send, On Demand Travel Insurance and a comprehensive range of Travel Money.
Opening times		Access
Mon – Fri	11:00 – 17:00	Access is level at the entrance to the premises.
Sat & Sun	Closed	
Getting there		
Approximately 0.8 miles from Clark Road Post Office, along varied terrain. Pay & Display parking is available nearby. There is a frequent bus service available between Clark Road and this service with a bus stop within 140 metres of the branch.		

Worcester Street Post Office		Services
68 Worcester Street Wolverhampton WV2 4LE		Offers similar services, with the addition of Vehicle Tax, Passport Check & Send and On Demand Travel Insurance however, excluding Travel Money.
Opening times		Access
Mon, Tue, Wed & Fri	09:00 – 17:00	Access is level at the entrance to the premises.
Thu	09:00 – 15:00	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 1 mile from Clark Road Post Office, along varied terrain. Parking is available outside the branch with Pay & Display parking nearby. There are local bus routes 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

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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.