



Dear Customer

Branch Temporary Closure

**Cleobury Mortimer Post Office
1 Church Street, Cleobury Mortimer, Kidderminster, DY14 8BS**

We are writing to update you further to our communication in March 2023 regarding Cleobury Mortimer Post Office.

Please be advised since the re-opening of the Post Office on Friday 14 April 2023, the branch has further closed temporarily, on Friday 28 April 2023, due to operational reasons. Please accept my apologies for the late notification on this occasion.

We are working to restore Post Office services at Cleobury Mortimer, and I would like to apologise for any inconvenience this temporary closure may cause locally. 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. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

We will display posters in the branch premises and in the local area 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.

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

Scott Lacey

**Scott Lacey
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

Clows Top Post Office

Clows Top
Kidderminster
DY14 9HL

Opening times

Monday – Friday	07:00 – 19:00
Saturday	07:00 – 18:00
Sunday	08:00 – 13:00

Services

Offers the similar services, however excluding, Vehicle Tax, Euros and Dollars On Demand Travel Money.

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 4.1 miles away from Cleobury Mortimer branch, along varied terrain. Limited roadside parking is available on Clows Top. There are local buses serving in the surrounding area.

Highley Post Office

High Street
Highley
Bridgnorth
WV16 6LP

Opening times

Monday – Saturday	08:00 – 20:00
Sunday	10:00 – 16:00

Services

Offers the similar services, however excluding, Dollars On Demand Travel Money.

Access

This branch has a wide automatic 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 7.3 miles away from Cleobury Mortimer branch, along varied terrain. Roadside parking is available in the layby outside the branch and nearby. There are local buses serving in the surrounding area.

Clee Hill Mobile Post Office Service

Ludlow Road
Clee Hill
Ludlow
SY8 3NZ

Opening times

Monday	11:45 – 13:45
Tuesday	11:30 – 13:30

Services

Offers the similar services, however excluding, Vehicle Tax, National Lottery, Euros and Dollars On Demand Travel Money.

Access

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Internally, there is a hearing loop.

Getting there

This Mobile Post Office service is located approximately 5.7 miles away from Cleobury Mortimer branch, along varied terrain. Roadside parking is available nearby. There are local buses serving in the surrounding area.

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.