



Dear Customer

Cofton Post Office®
3 Parsonage Drive, Cofton Hackett, Birmingham, B45 8AS

Branch Temporary Closure

I am writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing temporarily on Friday 29 June 2018.

The provision of a Post Office service to our customers in the local community is important to us, and we will continue to work hard to restore services in the area as soon as possible. We would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy is currently being advertised on our website www.runapostoffice.co.uk and applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

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.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code at the end of this letter. If others in your organisation are interested in the proposal, please feel free to let them know about it.

I would like to apologise for the inconvenience the temporary closure may cause. 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.

I will write to you again once I have any news about our plans for future service provision.

Yours faithfully

Mathew Wilkes

Mathew Wilkes
Area Network Change Manager

How to contact us:

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

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Alternative branches:

Sunbury Road Post Office

2 Sunbury Road
Longbridge
Birmingham
B31 4LJ

Services

The same range of services will continue to be available with the addition of Dollars, however excluding National Lottery.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

Limited time restricted roadside parking is available on Sunbury Road. There is a frequent bus service available between Cofton branch and this Post Office service. The nearest bus stop is approximately 400 metres away.

Route

This Post Office service is located approximately 1.3 miles away from Cofton branch, along varied terrain.

Opening times

Monday	08:30-21:00
Tuesday	09:00-21:00
Wednesday	09:00-21:00
Thursday	09:00-21:00
Friday	09:00-21:00
Saturday	09:00-21:00
Sunday	09:30-20:00

Longbridge Post Office

1706 – 1708 Bristol Road South
Rednal
Birmingham
B45 9QD

Services

The same range of services will continue to be available.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

Parking is available outside the branch and further roadside parking nearby.
There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1.6 miles away from Cofton branch, along varied terrain.

Opening times

Monday	08:00-18:00
Tuesday	08:00-18:00
Wednesday	08:00-18:00
Thursday	08:00-18:00
Friday	08:00-18:00
Saturday	08:00-18:00
Sunday	10:00-16:00

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.