



Dear Customer

**Gain Lane Post Office®**  
**14 Gain Lane, Fagley, Bradford, BD2 3LW**

**Branch Temporary Closure**

I am writing to advise you that, for operational reasons, the above branch closed temporarily on 29 May 2018. I am sorry for the late notification of the closure on this particular occasion.

I can assure you that we are working to resume Post Office services at Gain Lane 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 the Post Office and full details of alternative services in the area are shown at the end of this letter.

We're handling this change 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 below.

I would like to thank you for your patience at this time. I will ensure that you are kept advised of developments in due course.

Yours faithfully

*Caroline Richards*

Caroline Richards  
**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](http://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](http://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.

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### Alternative branches:

#### Thornbury Post Office

953 Leeds Road  
Bradford  
BD3 8JB

#### Services

The same range of services will continue to be available, however excluding Passport Check & Send.

#### Access and facilities

This branch has a wide door and a ramp at the entrance with hand rails.

#### Opening times

Monday	09:00-17:30
Tuesday	09:00-17:30
Wednesday	09:00-17:30
Thursday	09:00-17:30
Friday	09:00-17:30
Saturday	09:00-17:30
Sunday	Closed

#### Transport/parking

Time restricted roadside parking is available nearby. There is no direct bus service available between Gain Lane branch and this Post Office service however there are local buses serving the surrounding area.

#### Route

This Post Office service is located approximately 0.7 miles away from Gain Lane branch, along varied terrain.

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#### Peel Park Post Office

1 Airedale Road  
Bradford  
BD3 0LR

#### Services

The same range of services will continue to be available with addition of an external Cash Machine, however excluding Passport Check & Send.

#### Access and facilities

This branch has a wide door and a ramp at the entrance with hand rails.

#### Opening times

Monday	09:00-17:30
Tuesday	09:00-17:30
Wednesday	09:00-17:30
Thursday	09:00-17:30
Friday	09:00-17:30
Saturday	09:00-12:30
Sunday	Closed

#### Transport/parking

Roadside parking is available outside the branch. There are local buses serving the surrounding area.

#### Route

This Post Office service is located approximately 1.2 miles away from Gain Lane branch, along varied terrain.

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**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.**