



Dear Customer

Dudley Post Office
West View, Dudley, Cramlington, NE23 7AB

We're writing to let you know that we're changing the above Post Office to one of our Local style branches.

Customers will access Post Office services at a low-screened, open-plan, modern serving point that's part of the retail counter. Working with our partner, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed.

The branch will offer a similar range of Post Office products and services and the new opening hours will be Monday to Sunday 08:00 – 20:00, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches is high, and many local branch customers visit outside traditional opening hours.

Customers will still be able to get most of the Post Office products and services they are used to, however, for a small number of services they may need to go on-line, call us or visit an alternative Post Office. Paper-based, manual transactions will not be available, details of product availability are provided below.

To make the changes, the branch will also undergo a refurbishment and the safety of our customers is of paramount importance to us. Therefore, to allow for the refurbishments to take place, it will be necessary for the service to close, temporarily, on Thursday 30 March 2023 at 17:30. It is envisaged, the works will take approximately 4 weeks to complete. Following which, your new-look Post Office will open at this location on Thursday 27 April 2023 at 08:00.

If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During the temporary branch closure, customers requiring Post Office facilities may use any convenient Post Office service. Details of alternative Post Office branches are provided 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. An extract relating to Notification is available at the end of this letter.

Posters will now be displayed in branch, so customers are aware of the change. We hope that you and our customers will continue to support your new style Post Office service.

Yours faithfully

Daniel Rooney

Daniel Rooney
Partner Account Manager

How to contact us

postofficeviews.co.uk
comments@postoffice.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.

Dudley Post Office services available		
For information about product availability call 03457 22 33 44. For details of maximum value of transactions, please speak to the operator.		
	Current branch	New branch
Mail		
First & Second Class mail	✓	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓
Signed For	✓	✓
Special Delivery	✓	✓
Home shopping returns	✓	✓
Inland small, medium & large parcels	✓	✓
Express & contract parcels	✓	✓
British Forces Mail (BFPO)	✓	✓
International letters & postcards (inc. Tracked & Signed)	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓
Parcelforce Worldwide International parcels	✓	✓
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✓
Drop & Go	✓	✓
Withdrawals, deposits and payments		
Post Office Card Account	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Change giving	✓	✓
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Driving		
Vehicle tax	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	✓	Euros/Dollars
Travel insurance referral	x	✓
On demand travel insurance	✓	x
Mobile Top-ups & E vouchers	✓	✓
Payment by cheque		
Products marked x are available at Cramlington Post Office, Manor Walk Shopping Centre, Cramlington, NE23 6RZ	Opening times: Mon – Fri 08:00 – 19:00 Sat 08:00 – 17:30 Sun 10:00 – 15:00	
Other Products are available at Camperdown Post Office, 28 - 30 Station Road, Camperdown, Newcastle upon Tyne, NE12 5UX	Opening times: Mon – Sun 09:00 – 17:00	

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

The branches detailed below, offers a comprehensive range of Travel Money, Paper-based, manual transactions, and On Demand Travel Insurance.

Cramlington Post Office

Asda Cramlington Superstore
Manor Walk Shopping Centre
Cramlington
NE23 6RZ

Services

Offers the same services, with the addition of Passport Check & Send, and National Lottery.

Access

This branch has wide automatic double doors and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Opening times

Monday – Friday	08:00 – 19:00
Saturday	08:00 – 17:30
Sunday	10:00 – 15:00

Getting there

This Post Office service is located approximately 2.7 miles away from Dudley branch, along varied terrain. There is a large customer car park outside Asda Stores with designated disabled parking bays. There are local buses serving in the surrounding area.

Seaton Delaval Post Office

Lakes & Dales Co-operative Stores
Delavel House, Avenue Road,
Seaton Delaval
Whitley Bay
NE25 0DS

Services

Offers the same services.

Access

This branch has a wide automatic door and access is via a ramp at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Getting there

This Post Office service is located approximately 1.4 miles away from Dudley branch, along varied terrain. Roadside parking is available in Hartley Street North, adjacent to the branch and nearby. There is a frequent bus service available between Dudley branch and this Post Office service. The nearest bus stop is approximately 270 metres away.

Other products are available at the Post Office branches listed below:

Camperdown Post Office

Camperdown Stores
28 - 30 Station Road
Camperdown
Newcastle Upon Tyne
NE12 5UX

Services

Offers the similar services, however excluding, a comprehensive range of Travel Money, and Vehicle Tax.

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.

Opening times

Monday – Sunday	09:00 – 17:00
-----------------	---------------

Getting there

This Post Office service is located approximately 2.2 miles away from Dudley branch, along varied terrain. Roadside parking is available nearby.

There is a frequent bus service available between Dudley branch and this Post Office service.

The nearest bus stop is approximately 60 metres away.

Wideopen Post Office

41 Park View
Wideopen
Newcastle Upon Tyne
NE13 6LH

Services

Offers the similar services, with the addition of National Lottery, however excluding, a comprehensive range of Travel Money, Vehicle Tax, and On Demand Travel Insurance.

Access

This branch has a wide door and access is via a ramp at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Opening times

Monday – Friday	08:30 – 17:00
Saturday	08:30 – 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 3.6 miles away from Dudley 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.