



Dear Customer

Elton Road Post Office®
58 Elton Road, Allenton, Derby, DE24 8EF

Branch Temporary Closure

I am writing to advise you that, for operational reasons, the above branch closed temporarily on 25 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 Elton Road 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 carrying out this notification in line with our Principles of Community Engagement. You can find more information about these Principles at the end of this letter.

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

Ian Johnson

Ian Johnson
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

Alternative branches:

Walbrook Road Post Office

149 Walbrook Road
Derby
DE23 8SF

Services

The same range of services will continue to be available with the addition of Car tax, comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Access and facilities

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

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

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

Route

This Post Office service is located approximately 1 miles away from Elton Road branch, along varied terrain.

Allenton Post Office

2 Chellaston Road
Allenton
Derby
DE24 9AE

Services

The same range of services will continue to be available with the addition of Car tax, comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Access and facilities

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

Opening times

Monday	08:30 -17:30
Tuesday	08:30 -17:30
Wednesday	08:30 -17:30
Thursday	08:30 -17:30
Friday	08:30 -17:30
Saturday	09:00 -14:00
Sunday	Closed

Transport/parking

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

Route

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

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.

Principles of Community Engagement on changes to the Post Office network

What are the Principles of Community Engagement?

The Principles of Community Engagement are guidelines we follow. They explain how and when we will tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland it is the Consumer Council.

What kind of situations does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell?

You and your locally elected representatives (such as MPs, local authorities or councils).

How will we tell you what's happening?

If there's a change – like opening a new branch, a temporary closure or a change in opening times - we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office or permanently close one then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll issue a press release and the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control, but we'll try to keep you as up-to-date about what's happening as we can. We try to make sure you have four weeks' notice before anything happens and if we are going to re-open a temporarily closed branch in a new location or franchise a directly managed branch, in its existing site, we will ask for your feedback. If we're going to permanently relocate or close a Post Office there will be a 'consultation period' which lasts six weeks. This means that you have time to share your views with us.

It's easy to let us know what you think

We want to hear what you and your representatives think about change. To make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us via our Consultation Hub or email, letter or phone.

How will you find out about the final plans?

We'll let you know in as many ways as possible. There will be posters in branch or locally, letting customers know what's going on. We'll also write to local representatives and the information will be on our website. If you let us know what you think we'll make sure you know about our final plans either on our Consultation Hub or by writing to you, or in branch.

What can you do if you think we haven't followed the Principles of Community Engagement?

If you don't think we've followed the Principles, please contact us and let us know why.

To have a look at the full Principles of Community Engagement, please see our website at postofficeviews.co.uk