



Dear Customer

**Fawdon Post Office**  
**Previously located at: 1 Fawdon Park Road, Newcastle upon Tyne, NE3 2PE**

I am writing further to my previous letter in which we informed you that following the temporary closure of Fawdon Post Office, it would be re-opening at a new location – Nisa Local, 36 Wansbeck Road South, Gosforth, Newcastle upon Tyne, NE3 3HQ.

During the engagement we asked you to provide your views on some key areas about the new service. We received two responses which focused on access at the new location and the branch name.

Although the branch did open as planned on 4 February 2022, regrettably the new operator has withdrawn and the branch has had to re-close temporarily. Posters are being displayed at the new location to inform customers and we will write to you as soon as we have further news on this service.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We would like to apologise for the inconvenience the temporary closure may cause. 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. Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours sincerely

*Gail Burnett*

**Gail Burnett**  
**Network Provision Lead**

**How to contact us:**

[comments@postoffice.co.uk](mailto: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](http://www.postoffice.co.uk/branch-finder)

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#### Gosforth Post Office

83A Salters Road  
Gosforth  
Newcastle upon Tyne  
NE3 1DU

#### Opening times

Monday – Saturday	09:00 – 17:30
Sunday	11:00 – 14:00

#### Services

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

#### Access

This branch has a wide automatic door and level access at the entrance via a ramp with a handrail.

Low level serving counter, a low-level writing desk and hearing loops will be available.

#### Getting there

This Post Office service is located approximately 0.8 miles away from Fawdon branch, along varied terrain. Roadside parking is available nearby. Public transport is available to and from surrounding areas.

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#### Great North Road Post Office

Great North Road  
Grange Park  
Newcastle upon Tyne

#### Opening times

Monday – Sunday	06:00 – 22:00
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#### Services

The same range of services will continue to be available, however excluding Euro Travel money.

#### Access

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

#### Getting there

This Post Office service is located approximately 0.7 miles away from Fawdon branch, along varied terrain. Forecourt parking is available nearby. Public transport is available to and from the surrounding areas.

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## **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](http://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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

**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](http://postofficeviews.co.uk)**

**[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>2</sup> Locally elected representatives include 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.

<sup>3</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in <sup>2</sup> and <sup>3</sup> above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.