



Dear Customer

**Branch Temporary Closure**

**Finchale Road Post Office  
86 Finchale Road, Hebburn, NE31 2JT**

We are 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 closed temporarily on Thursday 13 September 2023. Please accept my apologies for the late notification on this occasion.

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 at the end of the letter. 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 Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters at the branch to inform customers.

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. 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 faithfully

*Gail Burnett*

**Gail Burnett  
Network Provision Lead**

How to contact us:

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

[postofficeviews.co.uk](http://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

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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### Hebburn Post Office

Station Road  
Hebburn  
NE31 1AA

### Services

Offers a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance, and National Lottery.

### Opening times

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

### Access

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

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

### Getting there

This Post Office service is located approximately 1.1 mile away from Finchale Road branch, along varied terrain. There are disabled parking bays outside branch. Parking is available at Hebburn Central Car Park and Hebburn Metro Car Park. There is a frequent bus service available between Finchale Road branch and this Post Office service. The nearest bus stop is approximately 20 metres away.

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### Primrose Post Office

Norham Terrace  
Primrose  
Jarrow  
NE32 5QZ

### Services

Offers Vehicle Tax, On Demand Travel Insurance, and National Lottery.

### Access

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

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

### Opening times

Monday – Saturday	06:00 – 22:00
Sunday	07:00 – 22:00

### Getting there

This Post Office service is located approximately 1.2 miles away from Finchale Road branch, along varied terrain. Parking is available on the side roads nearby. There are local buses serving in the surrounding area.

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### Pelaw Post Office

3 Fairfield Terrace  
Pelaw  
Gateshead  
NE10 0QR

### Services

Offers a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance, and National Lottery.

### Access

This branch has a wide door and level access 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 1.7 miles away from Finchale Road branch, along varied terrain. Parking is available in the layby outside the branch. There is a regular bus service available between Finchale Road branch and this Post Office service. The nearest bus stop is approximately 60 metres away.

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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](https://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 closure<sup>1</sup> / 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, Consumer 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, Consumer 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**

<sup>1</sup> 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.