



Dear Customer

Branch Temporary Closure

**Great Barr Post Office
32 Newton Road, Great Barr, Birmingham, B43 6BW**

As you will be aware following a local public consultation, we made the decision to move Great Barr Post Office branch to a new location at Cross Lane Convenience Store, 2 Cross Lane, Great Barr, Birmingham, B43 6LN.

Unfortunately, due to unforeseen circumstances there will be a delay to our plans to relocate the branch and regrettably, the current branch will need to close before the move to the new location is completed. Therefore there will now be a temporary closure period from Monday 20 March 2023 at 17:30.

We would like to assure you that we are working hard to keep this period of closure to a minimum. The provision of a Post Office service to our customers in Great Barr is important to us and we are working hard to restore a service to the community as soon as possible. Further information will be provided in due course once the opening date has been finalised.

We would like to apologise for any inconvenience this temporary closure may cause locally. We hope that our customers will continue to use Post Office services. In the interim, 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

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.

We will display posters in the branch premises to inform customers.

We would like to thank you for your patience at this time.

Yours faithfully

Kulwant Dosanjh

**Kulwant Dosanjh
Network Provision Lead**

How to contact us:

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

Bowstoke Road Post Office

268 Newton Road
Great Barr
Birmingham
B43 6QT

Opening times

Monday to Friday	09:00 – 16:30
Saturday	09:00 – 12:30
Sunday	Closed

Services

Offers the similar services, excluding a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, and On Demand Travel Insurance.

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 0.9 miles away from Great Barr branch, along varied terrain. Parking is available outside the parade of shops. There is a frequent bus service available between Great Barr branch and this Post Office service. The nearest bus stop is approximately 90 metres away.

Tower Hill Post Office

623 Walsall Road
Birmingham
B42 1EH

Opening times

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

Services

Offers the similar services, excluding a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, and National Lottery.

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.

Getting there

This Post Office service is located approximately 1.1 mile away from Great Barr branch, along varied terrain. Parking is available outside the parade of shops. There is a frequent bus service available between Great Barr branch and this Post Office service. The nearest bus stop is approximately 160 metres away.

Hamstead Post Office

36 Old Walsall Road
Birmingham
B42 1NP

Opening times

Monday to Friday	09:00 – 17:30
Saturday	10:00 – 12:00
Sunday	Closed

Services

Offers the similar services, excluding a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, and On Demand Travel Insurance.

Access

This branch has a wide door and access is via a ramp or step with handrails 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 Great Barr branch, along varied terrain. Parking is available outside the parade of shops. There is a frequent bus service available between Great Barr branch and this Post Office service. The nearest bus stop is approximately 40 metres away.

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.