



Dear Sir/Madam

**Hedworth Post Office®**  
**23 Fellgate Avenue, Hedworth, Jarrow, NE32 4LZ**

**Local Public Consultation Decision**

I am writing to confirm we will be proceeding with the relocation of Hedworth Post Office to Fine Foods, 49 Fellgate Avenue, Hedworth, Jarrow, NE32 4LZ.

We received 2 individual responses from customers and local representatives during the consultation period. This feedback welcomed the restoration of Post Office services to Hedworth. I am therefore confident that relocation is the correct course of action to take.

The current branch closed on 10 April 2018 due to operational reasons, the new branch will be opening on 19 April 2018 at Fine Foods, 49 Fellgate Avenue, Hedworth, Jarrow NE32 4LZ. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- **Primrose Post Office, Norham Terrace, Primrose, Jarrow, NE32 5QZ**
- **Newton Post Office, 45 East View, Boldon Colliery, NE35 9AU**

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).




Thank you for considering our proposal.

Yours faithfully

***Kenny Lamont***

**Kenny Lamont**  
**Network Operations Area Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

#### Details of the new service:

<b>Hedworth Post Office information sheet</b>			
<b>Proposed new Post Office location</b>			
<b>Address</b>	Fine Foods 49 Fellgate Avenue Hedworth Jarrow NE32 4LZ		
<b>Post Office Opening hours</b>		Mon	09:00 - 21:00
		Tue	09:00 - 21:00
		Wed	09:00 - 21:00
		Thu	09:00 - 21:00
		Fri	09:00 - 21:00
		Sat	09:00 - 21:00
		Sun	10:00 - 21:00
<b>Distance</b>	75 metres away from the current branch, along varied terrain.		
<b>Products &amp; Services</b>	The majority of Post Office products and services will be available.		
<b>Accessibility &amp; Accessibility works</b>	<b>Access and facilities</b> This branch has a wide door and a step at the entrance.		
	<b>Transport/parking</b> There is a car park available directly outside the branch.		
<b>Opening Date</b>	19 April 2018 at 09:00		

**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.**