



Dear Customer,

**Branch Unplanned Closure of Linton Post Office**  
**Affecting Castle Gresley, Netherseal, Blackfordby, Appleby Magna, Harlaston, Branston,**  
**Coleorton, Sheepy Magna, Whittington, Ellistown, Stanton under Bardon, Long Whatton,**  
**Whitacre Heath, Kegworth, Hammerwich, Fillongley & Hulland Ward Mobile Services**

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 will be closed on Thursday 18 April 2024. Please accept my apologies for the late notification on this occasion.

The Post Office has undertaken a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, it has informed our plans for the Network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. At this time, therefore, we are not looking to replace Linton Post Office.

Additionally, the postmaster at Linton also operates a mobile post office providing services in the local area, at Castle Gresley, Netherseal, Blackfordby, Appleby Magna, Harlaston, Branston, Coleorton, Sheepy Magna, Whittington, Ellistown, Stanton under Bardon, Long Whatton, Whitacre Heath, Kegworth, Hammerwich, Fillongley & Hulland Ward, which are also currently unavailable. We are reviewing the mobile services and will share a further update to confirm whether these services will continue. We will undertake this work as soon as possible.

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 in the locally 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 apologise for the inconvenience the closures may cause. We hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are provided at the end of this letter and 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,

*Anne Murphy*

**Anne Murphy**  
**Network Provision Lead**

How to contact us:

comments@postoffice.co.uk  
postofficeviews.co.uk  
FREEPOST Your Comments

### Alternative branches for Linton Post Office

**There are times our branches may need to make changes to its 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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#### Overseal Post Office

5 Lullington Road  
Overseal  
Swadlincote  
DE12 6NF

#### Services

Offers the same services.

#### Access

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

#### Opening times

Monday – Saturday	07:00 – 18:00
Sunday	07:00 – 13:00

#### Getting there

This Post Office service is located approximately 1.8 miles away from Linton branch, along varied terrain. Parking is available nearby.

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#### Rosliston Post Office

The Co-operative Rosliston  
Main Street  
Rosliston  
Swadlincote  
DE12 8JW

#### Services

Offers similar services, with the addition of Vehicle Tax and On Demand Travel Insurance.

#### Access

This branch has wide, automatic doors and level access at the entrance.

#### Opening times

Monday – Friday	09:00 – 15:00
Saturday	09:00 – 12:30
Sunday	Closed

#### Getting there

This Post Office service is located approximately 2.4 miles away from Linton branch, along varied terrain. There is a free customer car park, with a disabled bay, outside the branch. There are local buses serving the surrounding area.

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## Alternative branches for Castle Gresley Mobile Service

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### Overseal Post Office

5 Lullington Road  
Overseal  
Swadlincote  
DE12 6NF

### Services

Offers the same services.

### Access

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

### Opening times

Monday – Saturday	07:00 – 18:00
Sunday	07:00 – 13:00

### Getting there

This Post Office service is located approximately 2 miles away from the previous location of Castle Gresley Mobile service, along varied terrain. Parking is available nearby.

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### Rosliston Post Office

The Co-operative Rosliston  
Main Street  
Rosliston  
Swadlincote  
DE12 8JW

### Services

Offers similar services, with the addition of Vehicle Tax and On Demand Travel Insurance.

### Access

This branch has wide, automatic doors and level access at the entrance.

### Opening times

Monday – Friday	09:00 – 15:00
Saturday	09:00 – 12:30
Sunday	Closed

### Getting there

This Post Office service is located approximately 3 miles away from the previous location of Castle Gresley Mobile service, along varied terrain. There is a free customer car park, with a disabled bay, outside the branch. There are local buses serving the surrounding area.

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## Alternative branches for Netherseal Mobile Service

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### Overseal Post Office

5 Lullington Road  
Overseal  
Swadlincote  
DE12 6NF

### Services

Offers the same services.

### Access

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

### Opening times

Monday – Saturday	07:00 – 18:00
Sunday	07:00 – 13:00

### Getting there

This Post Office service is located approximately 2 miles away from the previous location of Netherseal Mobile service, along varied terrain. Parking is available nearby.

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### Measham Post Office

Measham News  
51 High Street  
Measham  
Swadlincote  
DE12 7HR

### Services

Offers similar services, with the addition of Vehicle Tax and Euro/Dollar Travel Money.

### Access

This branch has a wide door and a step with a grabrail at the entrance.

### Opening times

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

### Getting there

This Post Office service is located approximately 3.2 miles away from the previous location of Netherseal Mobile service, along varied terrain. Time restricted parking is available nearby. There are local buses serving the surrounding area.

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## Alternative branches for Blackfordby Mobile Service

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### Woodville Post Office

67 High Street  
Woodville  
Swadlincote  
Derbyshire  
DE11 7EA

### Services

Offers the same services with the addition Euro Travel Money.

### Access

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

### Opening times

Monday – Friday	08:30 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

### Getting there

This Post Office service is located approximately 1.3 miles away from the previous location of Blackfordby Mobile service, along varied terrain. Time restricted parking is available outside the branch.

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### Moira Post Office

Ace of Drinks  
38 Ashby Road  
Moira  
Swadlincote  
DE12 6DJ

### Services

Offers similar services, with the addition of a comprehensive range of Travel Money, On Demand Travel Insurance and Vehicle Tax.

### Access

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

### Opening times

Monday – Thursday	08:30 – 18:00
Friday	08:30 – 18:30
Saturday	08:30 – 14:00
Sunday	Closed

### Getting there

This Post Office service is located approximately 2 miles away from the previous location of Blackfordby Mobile service, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

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## Alternative branches for Harlaston Mobile Service

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### Elford Outreach Service

Elford Village Hall  
Church Road  
Elford  
Tamworth  
B79 9DA

### Services

Offers similar services, with the addition of Euro/Dollar Travel Money, On Demand Travel Insurance and Vehicle Tax.

### Access

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

### Opening times

Tuesday	09:00 – 15:00
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### Getting there

This Post Office service is located approximately 2.5 miles away from the previous location of Harlaston mobile service, along varied terrain. Parking is available outside the Village hall. There are local buses serving the surrounding area.

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### Masefield Drive Post Office

Spar  
150 Masefield Drive  
Tamworth  
B79 8JA

### Services

Offers the same services.

### Access

This branch has wide, automatic doors and level access at the entrance.

### Opening times

Monday – Saturday	07:00 – 20:30
Sunday	07:30 – 17:30

### Getting there

This Post Office service is located approximately 4.1 miles away from the previous location of Harlaston mobile service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.

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### Tamworth Post Office

The Co-operative Tamworth  
1-5 Church Street  
Tamworth  
B79 7DH

### Services

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

### Access

This branch has wide, automatic doors and level access at the entrance.

### Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 14:00
Sunday	Closed

### Getting there

This Post Office service is located approximately 4.6 miles away from the previous location of Harlaston mobile service, along varied terrain. There is Aldergate Pay & Display Car park located approximately 190 metres away. There are local buses serving the surrounding area.

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## Alternative branches for Branston Mobile Service

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### Wellington Street Post Office

11-12 Wellington Street  
Burton-on-Trent  
DE14 2DR

### Services

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

### Opening times

Monday, Wednesday, Thursday & Friday	09:00 – 17:30
Tuesday	09:30 – 17:00
Saturday	09:00 – 12:00
Sunday	Closed

### Access

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

### Getting there

This Post Office service is located approximately 2.4 miles away from the previous location of Branston mobile service, along varied terrain. Time restricted parking is available outside the branch. There are local buses serving the surrounding area.

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### Burton-on-Trent Post Office

Asda Stores  
Octagon Centre  
Orchard Street  
Burton-on-Trent  
DE14 3QJ

### Services

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

### Access

This branch has wide, automatic doors and level access at the entrance.

### Opening times

Monday – Saturday	08:00 – 18:00
Sunday	10:00 – 16:00

### Getting there

This Post Office service is located approximately 2.2 miles away from the previous location of Branston mobile service, along varied terrain. There is a free customer car park, with disabled bays, outside Asda Supermarket. There are local buses serving the surrounding area.

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## Alternative branches for Coleorton Mobile Service

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### Worthington Post Office

Worthington Premier Convenience Store  
Worthington  
Ashby-De-La-Zouch  
LE65 1SH

### Services

Offers the same services.

### Access

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

### Opening times

Monday – Saturday	08:00 – 20:00
Sunday	09:00 – 18:00

### Getting there

This Post Office service is located approximately 2.4 miles away from the previous location of Coleorton mobile service, along varied terrain. Parking is available outside the branch.

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### Thringstone Post Office

19-23 Loughborough Road  
Thringstone  
Coalville  
LE67 8LQ

### Services

Offers similar services, with the addition of Euro Travel Money.

### Access

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

### Opening times

Monday – Saturday	06:00 – 20:00
Sunday	07:00 – 20:00

### Getting there

This Post Office service is located approximately 2.1 miles away from the previous location of Coleorton mobile service, along varied terrain. Parking is available outside the branch.

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## Alternative branches for Sheepy Magna Mobile Service

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### Ratcliffe Culey Post Office

16 Sketchley Lane  
Ratcliffe Culey  
Atherstone  
CV9 3NZ

### Services

Offers the same services.

### Access

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

### Opening times

Monday & Tuesday	09:00 – 17:30
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### Getting there

This Post Office service is located approximately 1.8 miles away from the previous location of Sheepy Magna mobile service, along varied terrain. Parking is available nearby.

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### Long Street Post Office

Morrisons Daily  
101-103 Long Street  
Atherstone  
CV9 1AB

### Services

Offers similar services, with the addition of a comprehensive range of Travel Money.

### Access

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

### Opening times

Monday – Friday	05:30 – 22:00
Saturday	06:00 – 22:00
Sunday	07:00 – 22:00

### Getting there

This Post Office service is located approximately 3.0 miles away from the previous location of Sheepy Magna mobile service, along varied terrain. Time restricted parking is available nearby. There are buses serving the surrounding area.

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## Alternative branches for Whittington Mobile Service

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### Trent Valley Post Office

17 Eastern Avenue  
Lichfield  
WS13 6TE

### Services

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

### 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.

### Getting there

This Post Office service is located approximately 2.7 miles away from the previous location of Whittington mobile service, along varied terrain. Parking is available at the rear of the branch.

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### Elford Outreach Service

Elford Village Hall  
Church Road  
Elford  
Tamworth  
B79 9DA

### Services

Offers similar services, with the addition of Euro/Dollar Travel Money, On Demand Travel Insurance and Vehicle Tax.

### Access

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

### Opening times

Tuesday	09:00 – 15:00
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### Getting there

This Post Office service is located approximately 3.8 miles away from the previous location of Whittington mobile service, along varied terrain. Parking is available outside the Village hall. There are local buses serving the surrounding area.

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## Alternative branches for Ellistown Mobile Service

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### Hugglescote Post Office

Morrisons Daily  
39 Central Road  
Hugglescote  
Coalville  
LE67 2FH

### Services

Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.

### Access

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

### Opening times

Monday – Sunday	06:00 – 22:00
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### Getting there

This Post Office service is located approximately 1 mile away from the previous location of Ellistown mobile service, along varied terrain. Parking is available outside the branch. There are buses serving the surrounding area.

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### Station Road (329) Post Office

329 Station Road  
Bagworth  
Coalville  
LE67 1BL

### Services

Offers the same services.

### Access

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

### Opening times

Monday – Sunday	08:00 – 19:00
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### Getting there

This Post Office service is located approximately 1.6 miles away from the previous location of Ellistown mobile service, along varied terrain. There is a free customer car park, with disabled bays, outside the branch. There are local buses serving the surrounding area.

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## Alternative branches for Stanton under Bardon Mobile Service

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### Main Street Post Office

251 Main Street  
Thornton  
Coalville  
LE67 1AJ

### Services

Offers the same services.

### Access

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

### Opening times

Monday – Friday	08:00 – 19:30
Saturday	08:00 – 16:00
Sunday	08:00 – 12:00

### Getting there

This Post Office service is located approximately 2.2 miles away from the previous location of Stanton under Bardon mobile service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.

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### Markfield Post Office

Markfield Village Store  
Chitterman Way  
Markfield  
Leicester  
LE67 9WU

### Services

Offers similar services, 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 doors and level access at the entrance.

### Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 12:15
Sunday	Closed

### Getting there

This Post Office service is located approximately 2.2 miles away from the previous location of Stanton under Bardon mobile service, along varied terrain. Parking with disabled bays, is available nearby. There are local buses serving the surrounding area.

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## Alternative branches for Long Whatton Mobile Service

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### Hathern Post Office

Hathern Cross Street Stores  
12 Cross Street  
Hathern  
Loughborough  
LE12 5LB

### Services

Offers similar services, with the addition of Euro Travel Money.

### Access

This branch has a wide door and a step at the entrance.

### Opening times

Monday, Tuesday, Thursday & Friday	09:00 – 13:00 14:00 – 17:30
Wednesday	09:00 – 13:00
Saturday	09:00 – 12:30
Sunday	Closed

### Getting there

This Post Office service is located approximately 1.7 miles away from the previous location of Long Whatton mobile service, along varied terrain. Parking is available outside the branch.

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### Sutton Bonington Post Office

28 Main Street  
Sutton Bonington  
Loughborough  
LE12 5NE

### Services

Offers similar services, with the addition of Euro Travel Money.

### Access

This branch has a wide door and a step with grab rails at the entrance.

### Opening times

Monday, Tuesday, Thursday & Friday	09:00 – 12:30 13:30 – 16:00
Wednesday & Saturday	09:00 – 12:30
Sunday	Closed

### Getting there

This Post Office service is located approximately 3 miles away from the previous location of Long Whatton mobile service, along varied terrain. Parking is available outside the branch.

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## Alternative branches for Whitacre Heath Mobile Service

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### Coleshill Post Office

128A High Street  
Coleshill  
Birmingham  
B46 3BJ

#### Opening times

Monday & Tuesday	08:30 – 17:30
Wednesday - Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

#### Services

Offers similar services, 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 doors and level access at the entrance.

#### Getting there

This Post Office service is located approximately 2.9 miles away from the previous location of Whitacre Heath mobile service, along varied terrain. Time restricted parking with a disabled bay is available nearby. There are local buses serving the surrounding area.

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### Hurley Post Office

11 Knowle Hill  
Hurley  
Atherstone  
CV9 2JE

#### Opening times

Monday – Friday	08:00 – 18:00
Saturday	08:00 – 13:00
Sunday	09:30 – 13:00

#### Services

Offers similar services, with the addition of Euro Travel Money.

#### Access

This branch has a wide door and small step at the entrance.

#### Getting there

This Post Office service is located approximately 2.8 miles away from the previous location of Whitacre Heath mobile service, along varied terrain. Parking is available nearby.

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## Alternative branches for Kegworth Mobile Service

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### Sutton Bonington Post Office

28 Main Street  
Sutton Bonington  
Loughborough  
LE12 5NE

#### Opening times

Monday, Tuesday, Thursday & Friday	09:00 – 12:30 13:30 – 16:00
Wednesday & Saturday	09:00 – 12:30
Sunday	Closed

#### Services

Offers similar services, with the addition of Euro Travel Money.

#### Access

This branch has a wide door and a step with grab rails at the entrance.

#### Getting there

This Post Office service is located approximately 3 miles away from the previous location of Kegworth mobile service, along varied terrain. Parking is available outside the branch.

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### Hathern Post Office

Hathern Cross Street Stores  
12 Cross Street  
Hathern  
Loughborough  
LE12 5LB

#### Opening times

Monday, Tuesday, Thursday & Friday	09:00 – 13:00 14:00 – 17:30
Wednesday	09:00 – 13:00
Saturday	09:00 – 12:30
Sunday	Closed

#### Services

Offers similar services, with the addition of Euro Travel Money.

#### Access

This branch has a wide door and a step at the entrance.

#### Getting there

This Post Office service is located approximately 3.4 miles away from the previous location of Kegworth mobile service, along varied terrain. Parking is available outside the branch.

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## Alternative branches for Hammerwich Mobile Service

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### Burntwood Post Office

1 Cannock Road  
Burntwood  
WS7 0BL

### Services

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

### Opening times

Monday – Friday	09:00 – 13:00 13:30 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

### Access

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

### Getting there

This Post Office service is located approximately 0.9 miles away from the previous location of Hammerwich mobile service, along varied terrain. Parking is available at the forecourt of the branch.

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### Chasetown Post Office

57 High Street  
Chasetown  
Burntwood  
WS7 3XE

### Services

Offers similar services, with the addition of Euro/Dollar Travel Money, Vehicle Tax and On Demand Travel Insurance.

### Access

This branch has a wide door and a step at the entrance.

### Opening times

Monday – Saturday	08:00 – 19:30
Sunday	08:00 – 13:30

### Getting there

This Post Office service is located approximately 1.9 miles away from the previous location of Hammerwich mobile service, along varied terrain. Parking is available opposite the branch.

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## Alternative branches for Fillongley Mobile Service

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### Gun Hill Post Office

Premier Stores  
1 Nuneaton Road  
Gun Hill  
Arley  
Coventry  
CV7 8HB

### Services

Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.

### Access

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

### Opening times

Monday – Friday	09:00 – 16:00
Saturday	09:00 – 11:00
Sunday	Closed

### Getting there

This Post Office service is located approximately 2.6 miles away from the previous location of Fillongley mobile service, along varied terrain. Parking is available on the forecourt of the branch. There are local buses serving the surrounding area.

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### Ansley Post Office

148 Birmingham Road  
Ansley  
Nuneaton  
CV10 9PQ

### Services

Offers the same services.

### Access

This branch has a wide door and level access via a ramp & steps with handrails at the entrance.

### Opening times

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

### Getting there

This Post Office service is located approximately 3.8 miles away from the previous location of Fillongley mobile service, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

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## Alternative branches for Hulland Ward Mobile Service

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### Brailsford Post Office

Brailsford Stores  
Main Road  
Brailsford  
Ashbourne  
DE6 3DA

### Services

Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.

### Access

This branch has a wide door and a step at the entrance.

### Opening times

Monday – Friday	08:00 – 17:30
Saturday	08:00 – 15:30
Sunday	08:30 – 11:30

### Getting there

This Post Office service is located approximately 3.4 miles away from the previous location of Hulland Ward mobile service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.

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### Ashbourne Post Office

The Co-operative  
Shawcroft Centre  
Dig Street  
Ashbourne  
DE6 1RT

### Services

Offers similar services, 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 doors and level access at the entrance.

### Opening times

Monday – Friday	08:00 – 17:30
Saturday	08:00 – 13:00
Sunday	Closed

### Getting there

This Post Office service is located approximately 5.2 miles away from the previous location of Hulland Ward mobile service, along varied terrain. There is a free customer car park outside the Co-operative store. There are local buses serving the surrounding area.

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**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.**

## **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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

**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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.