



Dear Customer

Changes to Linton Mobile service

We are pleased to let you know that we are restoring Post Office services to the communities of Netherseal, Castle Gresley, Stanton Under Bardon, Ellistown, Appleby Magna, Harlaston, Coleorton, Barrow Upon Soar and Long Whatton, with the introduction of a temporary Mobile service.

Since the closure of the above services, we have continued to work to identify a solution to restore Post Office services to the local communities. We are therefore planning to introduce a Mobile service, which is a tried and tested way of maintaining services to smaller communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises.

We are therefore pleased to inform you that the Postmaster from Linton Post Office is willing to offer services to the above locations. The establishment of Mobile services presents the best possible solution to restore Post Office services to these communities, whilst we continue to seek a permanent solution.

To accommodate the new Mobile services, we will be making some changes to the current opening hours to the Mobile services at, Hulland Ward, Fillongley, Whitacre Heath, Sheepy Magna, Blackfordby, Kegworth, Branston, Hammerwich, and Whittington.

The above changes will take effect from week commencing Monday 18 April 2022. Further details of the changes to these Mobile services are provided at the end of this letter.

We constantly review and monitor the number of customers using Post Office services, on an on-going basis, and should customer usage increase significantly, consideration would be given to adjusting service times accordingly. We are confident that the changes will be welcomed by our customers in the local communities.

Further changes will also be made to Post Office service provision in the area, and we regretfully inform you that due to low customer usage, the mobile services at Walton On Trent, Turnditch, Mapleton, Bitteswell, Acton Trussell, Abbots Bromley, and Denstone will cease to exist from Monday, 18 April 2022.

We would like to apologise for any inconvenience the temporary closures may cause in the local area.

We want to make sure customers can access our quality services and products across the Post Office network. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a Post Office and 90% are within 1 mile. However, due to the effects of coronavirus on retail businesses, this remains a challenging environment in which to operate.

While we will always look to re-open Post Office services when they close, we cannot commit to doing so in every instance at this time. We will continue to monitor and review the demand for Post Office services in the local communities and prioritise those areas with the highest need and we will keep you informed of any changes.

In the interim, we hope our customers will continue to use Post Office services. Customers requiring Post Office facilities may use any convenient Post Office service branch, details of alternative Post Office branches in the area are shown at the end of this letter for your convenience.

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

The above changes will take effect from week commencing Monday 18 April 2022. Further details of the changes to these Mobile services are provided at the end of this letter.

We will display posters 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 are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. However, we would welcome suggestions about specific aspects of the change particularly on the following areas:

- How suitable do you think the new locations are and how easy is to get there?
- Do you have any comments on the days and opening hours?
- Are there any local community issues you think we should know about that might be affected by the change?

We will be accepting comments until 14 April 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new services are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for Linton Mobile Service by service name, postcode, or the unique code **379207**.

You can share your views about the change through our easy and convenient online questionnaire. When entering the site, you will be asked to enter the code for these services:

Netherseal	-	385207
Castle Gresley	-	364207
Stanton Under Bardon	-	279217
Ellistown	-	193217
Appleby Magna	-	358207
Harlaston	-	279201
Coleorton	-	183217
Barrow Upon Soar	-	555217
Long Whatton	-	393217
Walton On Trent	-	709207
Turnditch	-	721207
Mapleton	-	719207
Bitteswell	-	712207
Acton Trussell	-	722207
Abbots Bromley	-	713207
Denstone	-	714207

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

Anne Murphy

Anne Murphy
Network Provision Lead

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

This is all you need to add to your envelope for your letter to reach us.

Want to tell us what you think right here and now – scan here. If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

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.

Details of the new temporary Mobile service at: Netherseal

Netherseal Post Office

At the Car Park
Nethersel Village Hall
Nethersel Village
Main Street
Swadlincote
DE12 8DW

Services

A range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Opening times

Monday	12:30 – 13:30
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Getting there

This Mobile Post Office service is located within 350 metres away from the previous branch, along varied terrain. Parking is available at the car park outside the Nethersel Village Hall. There are local buses serving in the surrounding area.

Details of the new temporary Mobile service at: Castle Gresley

Castle Gresley Post Office

At the Roadside
Outside Wilsons Pharmacy
39 Linton Road
Castle Gresley
Swadlincote
DE11 9HS

Services

A range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Opening times

Monday	13:45 – 14:45
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Getting there

This Mobile Post Office service is located within 45 metres away from the previous branch, along varied terrain. Roadside parking is available out Wilsons Pharmacy and nearby.

Details of the new temporary Mobile service at: Stanton Under Bardon

Stanton Under Bardon Post Office

At the Car Park
Without Walls Christian Fellowship
135 Main Street
Stanton Under Bardon
Markfield
LE67 9TP

Services

A range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Opening times

Tuesday	11:00 – 12:00
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Getting there

This Mobile Post Office service is located within 70 metres away from the previous branch, along varied terrain. Roadside parking is available nearby.

Details of the new temporary Mobile service at: Ellistown

Ellistown Post Office

At the Car Park
Co-op Stores
Ellistown Service Station
99 Midland Road
Ellistown
Coalville
LE67 1EH

Services

A range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Opening times

Tuesday	12:15 13:15
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Getting there

This Mobile Post Office service is located within 600 metres away from the previous branch, along varied terrain. Parking is available at the car park outside the Coop Stores and at the forecourt of the service station. There are local buses serving in the surrounding area.

Details of the new temporary Mobile service at: Appleby Magna

Appleby Magna Post Office

At the Car Park
The Crown Inn
23 Church Street
Appleby Magna
Swadlincote
DE12 7BB

Services

A range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Opening times

Tuesday	13:45 – 14:45
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Getting there

This Mobile Post Office service is located within 220 metres away from the previous branch, along varied terrain. Parking is available at The Crown Inn car park and roadside parking is available nearby.

Details of the new temporary Mobile service at: Harlaston

Harlaston Post Office

At the Car Park
The White Lion
Main Road
Harlaston
Tamworth
B79 9HT

Services

A range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Opening times

Friday	14:00 – 15:00
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Getting there

This Mobile Post Office service is located within 250 metres away from the previous branch, along varied terrain. Parking is available at The White Lion car park and roadside parking is available nearby.

Details of the new temporary Mobile service at: Coleorton

Coleorton Post Office

At the Roadside
On Beumont Green
Next to Number 28 Beumont Green
Coleorton
Coalville
LE67 8FU

Services

A range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Opening times

Tuesday	09:30 – 10:30
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Getting there

This Mobile Post Office service is located within 300 metres away from the previous branch, along varied terrain. Roadside parking is available nearby.

Details of the new temporary Mobile service at: Barrow Upon Soar

Barrow Upon Soar Post Office

At the Car Park
The Three Crowns
2 – 6 Cotes Road
Barrow Upon Soar
Loughborough
LE12 8JS

Services

A range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Opening times

Thursday	09:30 – 11:30
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Getting there

This Mobile Post Office service is located within 350 metres away from the previous branch, along varied terrain. Parking is available at The Three Crowns car park.

Details of the new temporary Mobile service at: Long Whatton

Long Whatton Post Office

At the Car Park
Long Whatton Church of England
Primary School
The Green, Long Whatton
Loughborough
LE12 5DB

Services

A range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Opening times

Thursday	12:00 – 13:00
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Getting there

This Mobile Post Office service is located within 280 metres away from the previous branch, along varied terrain. Parking is available at the car park outside the Long Whatton Church of England Primary School roadside parking is available nearby.

Details of the change to existing Mobile service at: Hulland Ward

Hulland Ward Mobile Service, Hulland General Stores, Main Road,
Hulland Ward, Ashbourne, DE6 3EA

Current opening times

Monday	10:30 – 11:30
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New opening times

Monday	09:30 – 11:30
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Details of the change to existing Mobile service at: Fillongley

Fillongley Mobile Service, The Manor House Car Park, Coventry Road,
Fillongley, Coventry, CV7 8ET

Current opening times

Wednesday	10:45 – 11:45
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New opening times

Wednesday	09:45 – 10:45
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Details of the change to existing Mobile service at: Whitacre Heath

Whitacre Heath Mobile Service, Railway Inn Car Park, Station Road, Nether Whitacre,
Coleshill, Birmingham, B46 2EH

Current opening times

Wednesday	12:00 – 13:00
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New opening times

Wednesday	11:00 – 12:00
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Details of the change to existing Mobile service at: Sheepy Magna

Sheepy Magna Mobile Service, At the Layby, Opposite The Black Horse, Off Main Road,
Sheepy Magna, Atherstone, CV9 3QR

Current opening times

Wednesday	13:30 – 14:30
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New opening times

Wednesday	12:30 – 13:30
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Details of the change to existing Mobile service at: Blackfordby

Blackfordby Mobile Service, Blackfordby Fields, Sandtop Lane,
Blackfordby, Swadlincote, DE11 8AL

Current opening times

Wednesday	15:00 – 16:00
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New opening times

Wednesday	14:00 – 15:00
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Details of the change to existing Mobile service at: Kegworth

Kegworth Mobile Service, Red Lion, Kegworth, Derby, DE74 2DA

Current opening times

Saturday	10:00 – 12:00
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New opening times

Thursday	13:15 – 15:15
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Details of the change to existing Mobile service at: Branston

Branston Mobile Service, Roadside on Acacia Lane, Branston,
Burton-on-Trent, DE14 3FW

Current opening times

Tuesday	08:45 – 12:45
Friday	08:30 – 11:30

New opening times

Friday	09:15 – 11:15
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Details of the change to existing Mobile service at: Hammerwich

Hammerwich Mobile Service, 105 Burntwood Road, Hammerwich,
Burntwood, WS7 0JL

Current opening times

Thursday	11:00 – 13:00
Friday	13:30 – 14:30

New opening times

Friday	11:45 – 12:15
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Details of the change to existing Mobile service at: Whittington

Whittington Mobile Service, Whittington Village Hall, Langton Crescent,
Whittington, Lichfield, WS14 9LR

Current opening times

Tuesday	13:00 – 15:00
Thursday	08:45 – 10:45
Friday	14:45 – 15:45

New opening times

Friday	12:45 – 13:45
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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

The local customers may use any convenient Post Office for everyday Post Office products and services. Details of possible alternative Post Office branches in the area are provided below for your convenience:

Alternative branches near Walton On Trent Mobile Post Office Service, Bells End Road, Opposite Number 12, Walton-On-Trent, Swadlincote, DE12 8ND

Barton-Under-Needwood Post Office

60 Main Street
Barton-Under-Needwood
Burton-On-Trent
DE13 8AA

Opening times

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

Getting there

This Post Office service is located approximately 2.1 miles away from Walton On Trent Mobile Post Office service, along varied terrain.

Roadside parking is available nearby.

There are local buses serving in the surrounding area.

Services

The same range of services will continue to be available, with the addition of Vehicle Tax, National Lottery, Euros and Dollars Travel Money.

Access

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

Internally, there is a hearing loop.

Rosliston Post Office

Main Street
Rosliston
Swadlincote
DE12 8JW

Opening times

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

Getting there

This Post Office service is located approximately 2.2 miles away from Walton On Trent Mobile Post Office service, along varied terrain.

There is a free customer car park at the front and at the rear of the branch with designated disabled parking bays.

There is a limited bus service available between Walton On Trent Mobile Post Office service and this Post Office branch.

The nearest bus stop is approximately 60 metres away.

Services

The same range of services will continue to be available, with the addition of Vehicle Tax, Euros Travel Money, National Lottery, and On Demand Travel Insurance.

Access

This branch has wide automatic doors and access is via a ramp at the entrance.

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

Alternative branches near Turnditch Mobile Post Office Service, Crompton Inglefield Hall, Ashbourne Road, Belper, DE56 2LH

Belper Post Office

Strutt Street
Belper
DE56 1UN

Opening times

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

Getting there

This Post Office service is located approximately 4.3 miles away from Turnditch Mobile Post Office service, along varied terrain.

There is a free customer car park at the rear of the branch with designated disabled parking bays.

There are local buses serving in the surrounding area.

Services

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

Access

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

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

Duffield Post Office

3 Eyes Court
Town Street
Duffield
Belper
DE56 4EH

Opening times

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

Getting there

This Post Office service is located approximately 4.5 miles away from Turnditch Mobile Post Office service, along varied terrain.

Time restricted roadside parking is available outside the branch and nearby.

There are local buses serving in the surrounding area.

Services

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

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.

Alternative branches near Mapleton Mobile Post Office Service, The Okeover Arms, Mapleton Road, Mapleton, Ashbourne, DE6 2AB

Mayfield Road Post Office

Mayfield Road
Mayfield
Ashbourne
DE6 2BN

Opening times

Monday – Friday	07:00 – 13:30 14:00 – 17:30
Saturday	08:30 – 12:00 12:30 – 15:30
Sunday	Closed

Services

The same range of services will continue to be available, with the addition of Euros Travel Money.

Access

This branch has a wide automatic 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 2.1 miles away from Mapleton Mobile Post Office service, along varied terrain.

Parking is available on the forecourt outside the branch and the service station.

Ashbourne Post Office

Shawcroft Centre
Dig Street
Ashbourne
DE6 1RT

Opening times

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

Services

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

Getting there

This Post Office service is located approximately 1.9 miles away from Mapleton Mobile Post Office service, along varied terrain.

There is a free customer car park outside the branch with designated disabled bays.

Alternative branches near Bitteswell Mobile Post Office Service, At the Roadside, Outside The Man at Arms, The Green Ullesthorpe Road, Bitteswell, Lutterworth, LE17 4SB

Lutterworth Post Office

15 George Street
Lutterworth
LE17 4EG

Opening times

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

Getting there

This Post Office service is located approximately 1.1 miles away from Bitteswell Mobile Post Office service, along varied terrain.

Parking is available at the George Street pay and display car park 10 metres away from the branch.

There is a regular bus service available between Bitteswell Mobile Post Office service, and this Post Office service.

The nearest bus stop is approximately 110 metres away.

Services

The same range of services will continue to be available, with the addition of 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.

Gilmorton Post Office

Main Street
Gilmorton
Lutterworth
LE17 5LS

Opening times

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

Getting there

This Post Office service is located approximately 3.3 miles away from Bitteswell Mobile Post Office service, along varied terrain.

Roadside parking is available on Main Street and nearby.

Services

The same range of services will continue to be available, with the addition of Euros Travel Money, 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.

Alternative branches near Acton Trussell Mobile Post Office Service, Community Centre, 9 Acton Hill Road, Acton Trussell, Stafford, ST17 0RY

Cannock Road Post Office

Bridle Road
Stafford
ST17 0QD

Opening times

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

Getting there

This Post Office service is located approximately 1.8 miles away from Acton Trussell Mobile Post Office service, along varied terrain.

There is a free customer car park outside the branch.

There are local buses serving in the surrounding area.

Services

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

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.

Brocton Post Office

5 Pool Lane
Brocton
Stafford
ST17 0TR

Opening times

Monday – Friday	10:00 – 16:00
Saturday	Closed
Sunday	Closed

Getting there

This Post Office service is located approximately 2.3 miles away from Acton Trussell Mobile Post Office service, along varied terrain.

Roadside parking is available outside the branch and nearby.

There are local buses serving in the surrounding area.

Services

The same range of services will continue to be available, with the addition of On Demand Travel Insurance, National Lottery, Euros and Dollars Travel Money.

Access

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

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

Alternative branches near Abbots Bromley Mobile Post Office Service, At the Car Park, The Bagot Arms, Bagot Street, Abbots Bromley, Rugeley, WS15 3DB

Hixon Post Office

Smithy Lane
Hixon
Stafford
ST18 0PP

Opening times

Monday – Sunday	09:00 – 19:00
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Services

The same range of services will continue to be available, with the addition of Euros Travel Money, Vehicle Tax, 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.

Getting there

This Post Office service is located approximately 5.7 miles away from Abbots Bromley Mobile Post Office service, along varied terrain.

Parking is available on the forecourt outside the branch.

There are local buses serving in the surrounding area.

Wolseley Bridge Post Office

Main Road
Colwich
Stafford
ST17 0XJ

Opening times

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

Services

The same range of services will continue to be available, with the addition of Euros Travel Money, 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.

Getting there

This Post Office service is located approximately 5.6 miles away from Abbots Bromley Mobile Post Office service, along varied terrain.

Parking is available on the forecourt outside the branch.

There are local buses serving in the surrounding area.

Alternative branches near Denstone Mobile Post Office Service, Denstone Village Hall, College Road, Denstone, Uttoxeter, ST14 5HR

Rochester Post Office

60 High Street
Rochester
Uttoxeter
ST14 5JU

Opening times

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

Getting there

This Post Office service is located approximately 1.3 miles away from Denstone Mobile Post Office service, along varied terrain.

Roadside parking is available outside the branch and nearby.

There is a regular bus service available between Denstone Mobile Post Office service and this Post Office service.

The nearest bus stop is approximately 65 metres away.

Services

The same range of services will continue to be available, with the addition of Euros Travel Money, Vehicle Tax, and National Lottery.

Access

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

Internally, there is a hearing loop.

Alton Post Office

Smithy Bank
Alton
Stoke on Trent
ST10 4AA

Opening times

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

Getting there

This Post Office service is located approximately 2.2 miles away from Denstone Mobile Post Office service, along varied terrain.

Roadside parking is available nearby.

There are local buses serving in the surrounding area.

Services

The same range of services will continue to be available, with the addition of Vehicle Tax.

Access

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

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

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 **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 local elected representatives², the Consumer Advocacy Bodies and selected charities³, 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

comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

² 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.

³ 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 ² and ³ 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.