



Dear Customer,

**Branch Unplanned Closure**

**Maidenhead Post Office**

**TG Jones Ltd, 16-22 Nicholsons Walk, Maidenhead, SL6 1LB**

Following our last communication regarding the unplanned closure of the above branch, we apologise that we did not previously mention Burnham Post Office which offers the same services, including Passport Check & Send as previously offered by Maidenhead. Further details of this service can be found at the end of this letter.

I would like to assure you that we are continuing to work 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.

We again apologise for the inconvenience caused and hope that our customers will continue to use Post Office services. Details of possible 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)

Yours faithfully,

*Adam Shillcock*

**Adam Shillcock**  
**Partner Account Manager**

How to contact us:

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

## Alternative branches

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

For additional information about product availability call 03457 223344.  
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.  
Postage services from other companies are also available in selected branches.

Cox Green Post Office	Services available
Co-Op Food Cox Green Lane Maidenhead SL6 3EW	Offers similar services, however excluding Passport Check & Send.

Opening times	Access						
<table border="1"><tr><td>Mon – Fri</td><td>09:00 – 17:30</td></tr><tr><td>Sat</td><td>09:00 – 12:30</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon – Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed	Access is level at the entrance to the premises.
Mon – Fri	09:00 – 17:30						
Sat	09:00 – 12:30						
Sun	Closed						

**Getting there**  
Approximately 1.9 miles from Maidenhead Post Office branch, along varied terrain. Parking is available nearby. There is a regular bus service, between Maidenhead Post Office and this branch with a bus stop within 220 meters.

Highway Post Office	Services available
Jay Food & Wine 8 Highway Avenue Maidenhead SL6 5AF	Offers Euro/Dollar Travel money and similar services, however excluding a comprehensive range of Travel Money, On Demand Travel Insurance and Passport Check & Send.

Opening times	Access						
<table border="1"><tr><td>Mon – Fri</td><td>09:00 – 17:30</td></tr><tr><td>Sat</td><td>09:00 – 13:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon – Fri	09:00 – 17:30	Sat	09:00 – 13:00	Sun	Closed	Access is level at the entrance to the premises.
Mon – Fri	09:00 – 17:30						
Sat	09:00 – 13:00						
Sun	Closed						

**Getting there**  
Approximately 2.4 miles from Maidenhead Post Office branch, along varied terrain. Parking is available opposite the branch. There is a regular bus service, between Maidenhead Post Office and this branch with a bus stop within 54 meters.

Burnham Post Office	Services available
74 High Street Burnham Slough SL1 7JT	Offers the same services.

Opening times	Access								
<table border="1"><tr><td>Mon</td><td>10:00 – 17:00</td></tr><tr><td>Tue-Fri</td><td>09:00 – 17:00</td></tr><tr><td>Sat</td><td>09:00 – 16:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon	10:00 – 17:00	Tue-Fri	09:00 – 17:00	Sat	09:00 – 16:00	Sun	Closed	Access is level at the entrance to the premises.
Mon	10:00 – 17:00								
Tue-Fri	09:00 – 17:00								
Sat	09:00 – 16:00								
Sun	Closed								

**Getting there**  
Approximately 4.8 miles from Maidenhead Post Office branch, along varied terrain. There is car park with disabled bays approximately 97 metres from this branch. Public transport is available to and from the surrounding area.

**Customers requiring other services can also visit:**

- Ray Mill Road East Drop & Collect, 2 Ray Mill Road East, Maidenhead, SL6 8ST located approximately 1.7 miles away

**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](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
- 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 advocacy bodies.**

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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.