



Dear Customer

Branch Unplanned Closure
Metro Centre Post Office
59 The Galleria, Metro Centre, Gateshead, NE11 9YP

We are writing to inform you that, regrettably, due to unforeseen circumstances, the above branch closed on Monday 21 October 2024. Please accept my apologies for the late notification on this occasion.

The provision of a Post Office service to our customers in the local community is important to us, and I can assure you we are currently investigating the possibility of restoring a service to this area in the near future. I hope to be in a position to advise you of future developments shortly.

In the meantime, I would like to apologise for any inconvenience the closure may cause. If you have any questions you would like to raise about this matter, please feel free to contact our National Consultation Team at the address shown below. 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 branch 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 hope that our customers will continue to use Post Office services and 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 will write to you again once we have any news about our plans for future service provision.

Yours faithfully

Lynne Archbold

Lynne Archbold
Area Change Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Alternative branches

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

| Dunston Post Office | | Services |
|--|---------------|---|
| 149 Ravensworth Road Dunston Gateshead NE11 9AE | | Offers similar services, however excluding Passport Check & Send. |
| Opening times | | Access |
| Mon - Fri | 09:00 – 17:30 | This branch has a wide door with a threshold strip at the entrance. |
| Sat | 09:00 – 14:00 | |
| Sun | Closed | |
| Getting there | | |
| This service is approximately 0.8 miles from Metro Centre Post Office branch, along varied terrain. Roadside parking is available in front of the premises. A bus service is available between Metro Centre branch and this Post Office service. The nearest bus stop is approximately 20 metres away. | | |

| Clavering Road Post Office | | Services |
|--|---------------|--|
| 23-25 Clavering Road Swalwell Newcastle upon Tyne NE16 3EX | | Offers the similar services, however excluding a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance. |
| Opening times | | Access |
| Mon & Sat | 07:00 – 20:30 | This branch has a wide door with one step at the entrance. |
| Sun | 08:00 – 20:30 | |
| Getting there | | |
| This service is approximately 1.2 miles from Metro Centre Post Office branch, along varied terrain. Roadside parking is available in front of the premises. Local buses serve the surrounding area | | |

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

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 closure¹/ 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

FREEPOST Your Comments

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Textphone: 03457 22 33 55

¹Where 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.