



Dear Customer,

Milton Keynes Post Office
Unit N1 802 Midsummer Boulevard, Milton Keynes, MK9 3QA

We've been working to restore Post Office services to its original location at Unit N1, 802 Midsummer Boulevard, Milton Keynes, MK9 3QA which has been delayed due to essential repair works.

It is now anticipated the branch will be reopening on **Monday 11 May 2026** and consequently the current interim service at Unit 33 and 33a, Midsummer Place, Milton Keynes, MK9 3GB (formerly Clarendon Fine Art Gallery), will close shortly before. Please look out for further update posters which will be displayed at the interim service shortly.

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

I know that the local community will welcome the good news and hope that customers will continue to use Milton Keynes Post Office branch once reopened.

Yours faithfully

Martin Edwards

Martin Edwards
Transformation Delivery Director
Post Office Limited

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

The latest available branch information, including possible alternatives Post Office branches in the area, can be found on our website 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.

Services Available	
<u>Cash Withdrawals</u>	✓
<u>Cash Deposits</u>	✓
<u>Cheque Deposits</u>	✓
<u>Mails</u>	
<u>Drop & Go</u>	✓
<u>Parcelforce Express Services</u>	✓
<u>DPD - Buy in branch</u>	✓
<u>DPD - Drop off and collections</u>	✓
<u>Post & Go</u>	✓
<u>Pay Bills & Top Up</u>	
<u>Pay Bills and Top up</u>	✓
<u>Passport Applications</u>	
<u>Paper Check & Send - New & Renewals</u>	✓
<u>Digital Check & Send - New & Renewals</u>	✓
<u>SIA Licence Application</u>	✓
<u>Identity Services</u>	
<u>Document Certification Service</u>	✓
<u>Driving</u>	
<u>Vehicle Tax</u>	✓
<u>DVLA Photocard Renewal</u>	✓
<u>Travel</u>	
<u>Foreign Currency</u>	✓
<u>Travel Insurance</u>	✓
<u>Travel Money Card</u>	✓
<u>Your Finances</u>	
<u>Western Union</u>	✓
<u>Savings application forms</u>	✓
<u>Savings Account ID Verification (free)</u>	✓
<u>ATM - 24hr</u>	✓

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

Call: 03452 66 01 15

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.