



Dear Customer

**Moss Side Post Office®
1 – 2 Dunkirk Lane, Leyland, PR26 7SN**

Last year the above Post Office closed for reasons beyond our control as our operator resigned and the above branch closed on Tuesday 18 July 2017.

Since then we have been exploring our options for restoring a Post Office service to our customers in the area. The vacancy in Moss Side has been advertised on our website, but so far we have received no interest or formal applications for the position.

Unfortunately, we have been unable to identify a suitable solution and I'm therefore writing to you and other local representatives to advise you that as there have been no suitable opportunities to re-establish a service, this branch will remain closed.

We would of course consider any appropriate options if there are any significant changes in the area in the future. However due to the length of time the branch has been closed, we would need to satisfy ourselves that any new opportunity would be sustainable for both the Post Office and the operator. If you have any suggestions please contact the National Consultation Team as detailed overleaf.

It would be helpful if you could share this information with any local groups or organisations that you know within the community or in your organisation.

We're carrying out this notification in line with our Principles of Community Engagement. You can find more information about these Principles at the end of this letter.

We regret that we have been unable to restore a service locally and have provided details at the end of this letter of alternative branches in the area, which we hope our customers will continue to use.

Yours sincerely

Christine Marshall

**Christine Marshall
Area Network Change Manager**

How to contact us:

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

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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.

Alternative access to Post Office services:

- Leyland Lane Post Office, 343 Leyland Lane, Leyland, PR25 1UQ
- Earnshaw Bridge Post Office, 11 – 15 Broadfield Drive, Leyland, PR25 1GJ

The Principles of Community Engagement have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

A full copy of these Principles are available on postofficeviews.co.uk

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.