



Dear Customer

**Service Re-opening**

**Nuneaton Post Office  
38-39 Abbey Gate Shopping Precinct, Nuneaton, CV11 4HL**

We are delighted to let you know that we will be maintaining Post Office services in Nuneaton by introducing a new temporary service on Tuesday 25 October 2022 at 09:00. Nuneaton Post Office closed temporarily on Tuesday 30 August 2022 and we are pleased to be able to reinstate a temporary service whilst we continue to seek a permanent solution.

The new service will be operated from Nuneaton Library, Church Street, Nuneaton, CV11 4DA by a temporary postmaster and will offer a wide range of Post Office products and services. Full details of the new temporary service are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative please feel free to 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.

If you have any questions about the new service, please contact the National Consultation Team, as detailed 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".

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.

Thank you for your support in restoring a Post Office service.

Yours faithfully

*Anne Murphy*

**Anne Murphy  
Network Provision Lead**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](https://postofficeviews.co.uk)  
FREEPOST Your Comments

**New Service Details:**

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**[postoffice.co.uk](https://postoffice.co.uk)**

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](http://www.postoffice.co.uk/branch-finder)

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### Nuneaton Temporary Service

Nuneaton Library  
Church Street  
Nuneaton  
CV11 4DA

#### Opening times

Mon	10:00 – 17:30
Tues - Thurs	09:00 – 17:30
Fri	09:00 – 17:00
Sat	10:00 – 13:00
Sun	Closed

#### Services

A wide range of services will continue to be available.  
A products list is provided at the end of this letter.

#### Access

The premises has a wide door with a ramp and hand rails at the entrance.

#### Getting there

This Post Office service is located approximately 0.2 miles away from the previous location, along varied terrain. Time restricted parking is available outside the premises.

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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.

## **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
- Temporary closure<sup>1</sup> / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

***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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.

## Nuneaton Temporary Post Office services available

**For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.**

	Current branch	New branch
<b>Mail</b>		
First & Second Class mail	✓	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓
Signed For	✓	✓
Special Delivery	✓	✓
Home shopping returns	✓	✓
Inland small, medium & large parcels	✓	✓
Express & contract parcels	✓	<b>Express 24 &amp; 48</b>
British Forces Mail (BFPO)	✓	✓
International letters & postcards (inc. Tracked & Signed)	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓
Parcelforce Worldwide International parcels	✓	✗
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✗
Drop & Go	✓	✓
<b>Withdrawals, deposits and payments</b>		
Post Office Card Account	✓	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓	✓
Postal orders	✓	✓
Moneygram	✓	✗
Change giving	✓	✗
Automated bill payments (card or barcoded)	✓	✓
Key recharging	✓	✓
<b>Driving</b>		
Vehicle tax	✓	✗
<b>Licences</b>		
Rod fishing licences	✓	✗
<b>Travel</b>		
Pre-order travel money	✓	✗
On demand travel money	✓	✗
Travel insurance referral	✓	✗
On demand travel insurance	✓	✗
Passport Check & Send	✓	✗
<b>Mobile Top-ups &amp; E vouchers</b>		
	✓	✓
<b>Payment by cheque</b>	✓	✗

Products marked ✗ are available at:

**Queens Road Post Office**  
**134 Queens Road**  
**Nuneaton**  
**CV11 5LH**

Opening times:

Mon – Fri	06:30 – 17:00
Sat	06:30 – 13:00
Sun	Closed