Dear Customer

Changes to Your Branch
Paddington Quay Post Office
Retail Unit 6 West End Quay, 4 Praed Street, London, Greater London, W2 1JX

We are writing further to our previous communication advising changes to the way we operate Paddington Quay Post Office and to enable this transition we can now confirm the branch will close on **Wednesday, 17 September 2025 at 15:00** and will reopen on **Thursday, 18 September 2025 at 13:00**.

We apologise for any inconvenience this may cause and appreciate your understanding.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. 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.

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.

Yours faithfully

Martin Edwards

Martin Edwards
Transformation Delivery Director
Post Office Limited

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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Paddington Quay Post Office Information Summary

There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Current opening times		New opening times	
Monday	09:00 – 17:30	Monday	09:00 – 17:30
Tuesday	09:30 – 17:30	Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30	Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30	Thursday	09:00 – 17:30
Friday	09:00 – 17:30	Friday	09:00 – 17:30
Saturday	09:00 – 12:30	Saturday	09:00 – 12:30
Sunday	Closed	Sunday	Closed

Services available at this branch

The same range of services will still be available.
(Please note, to allow the change to happen on the day of closure Paystation will not be available and there may be some disruption to ATM services, however normal service will resume when the branch reopens).

Serving positions

The same serving positions will still be available.

Access

Access arrangements will remain the same.

Retail

Stationery.

Date of reopening	**Thursday, 18 September 2025 at 13:00**

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 closure[1]/ 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
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[1]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.