



Dear Customer

Branch Temporary Closure

**Portreath Post Office
The Square, Portreath, Redruth, TR16 4LA**

We are writing to inform you that, for reasons beyond our control, Post Office services will no longer be available from the Costcutter store after Wednesday 14 June 2023. Please accept my apologies for the late notification on this occasion.

We have undertaken a review, and currently there aren't any sustainable options available to retain the service. Like many retailers, Post Office is facing a particularly challenging period. The impact of rising costs, inflation and restrictions on our funding from Government mean that while we will always look to reopen branches when they close, we cannot commit to doing so in every instance. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a Post Office and 90% are within 1 mile and will continue to review this position and prioritise those areas with the highest need.

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.

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 apologise for the inconvenience the closure may cause. 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

If you are a local representative, we will write to you again if we have any news about plans for future service provision in the local area.

Yours faithfully

Matthew Walls

**Matthew Walls
Network Provision Lead**

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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 can be found on our website

www.postoffice.co.uk/branch-finder

Paynters Lane End Post Office

Paynters Lane
Illogan
Redrut
TR16 4DT

Services

Offers similar services, however excluding National Lottery and Euros Travel Money.

Access

This branch has a wide door and a ramp with a handrail at the entrance.

Opening times

Monday	09:00 - 16:00
Tuesday, Wednesday	08:00 - 15:00
Thursday, Friday	16:00 - 16:30
Saturday	09:00 - 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 2.2 miles away from Portreath branch, along varied terrain. Parking is available directly outside the branch. There is a regular bus service available between Portreath branch and this Post Office service. The nearest bus stop is approximately 180 metres away.

Illogan Highway Post Office

Higher Broad Lane
Illogan Highway
Redruth
TR15 3JL

Services

Offers similar services, with the addition of a comprehensive range of Travel Money and Demand Travel Insurance.

Access

This branch has a wide automatic door and a ramp with a handrail at the entrance.

Opening times

Monday – Friday	08:30 – 18:00
Saturday	08:30 – 13:00
Sunday	Closed

Getting there

This Post Office service is located approximately 3.1 miles away from Portreath branch, along varied terrain. There is a customer car park with disabled bays located in front of the branch. There is a frequent bus service available between Portreath branch and this Post Office service. The nearest bus stop is approximately 10 metres away.

**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
- Temporary closure¹ / 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, Consumer 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, Consumer 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ 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.