



Dear Customer,

Prestolee Drop & Collect Drop & Collect
Bottles and Baskets Ltd, 41- 43 Crompton Road, Manchester, M26 1HL

A new lighter format Post Office branch, at the above location, commenced on Tuesday 14 February 2023 however, due to operational reasons, the service has not been available from Wednesday 13 June 2023. Please accept my apologies for the late notification on this occasion.

We apologise for any inconvenience this may cause and posters will be displayed in branch to let customers know about the change to this service. We will also let customers know when the Drop & Collect service will resume once the date has been confirmed.

We hope that our customers will continue to use Post Office services and may use any suitable alternative Post Office branches in the area: Farnworth Post Office, 39 Brackley Street, Farnworth, Bolton, BL4 9DS and New Bury Post Office, 61 George Street, Farnworth, Bolton, BL4 9PU. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We hope that you and the local community will continue to support the Post Office network in your area.

Yours faithfully,

Natalie Liff

Natalie Liff

Propositions Manager

Network Propositions

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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.

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¹ 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