



Dear Customer,

Branch Unplanned Closure

Queen Street Post Office
Southern Co-operatives Ltd, The Co-operative Food, 22 The Hand, Portsmouth, PO1 3DT

We are writing to inform you that, our retail partner, Southern Co-operatives Ltd has franchised their store at the above address and it will be operated by a new retailer from 22 April 2025. Unfortunately, the new retailer will still be in recruitment and onboarding to run Queen Street Post Office within the store and subject to their successful completion of this process, regrettably, the branch will need to close on Tuesday 15 April 2025 at 22:00. We apologise for the late notice of this closure.

We want to maintain a Post Office in Queen Street and as detailed above we are currently working with the potential new postmaster to re-open the branch at its current location. We understand the vital role that Post Office services play in the local community and whilst we are unable to share additional details at this stage, we will be in touch with an update as soon as possible.

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 can choose to use any suitable alternative Post Office branch, details of possible alternatives 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 once we have any news about our plans for future service provision.

Yours faithfully

Damien Haydock

Damien Haydock
Partner Account Manager

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 their opening hours. The latest available branch information, including any additional alternative Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Somers Town Post Office		Services
74-78 St James Road Southsea PO5 4HZ		Offers similar services, however excluding Euros & Dollars Travel Money.
Opening times		Access
Mon – Fri	08:30 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 17:30	
Sun	10:00 – 13:00	
Getting there		
Approximately 1.0 miles from Queen Street Post Office branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

Elm Grove Post Office		Services
The Co-operative Food 100-102 Elm Grove Southsea PO5 1LP		Offers the same services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon – Sat	06:30 – 22:00	Access is level at the entrance to the premises with a wide automatic door.
Sun	10:00 – 16:00	
Getting there		
Approximately 1.2 miles from Queen Street Post Office branch, along varied terrain. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.		

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 closure¹/ 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹Where 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.