



Dear Customer

Service Re-opening

Rothbury Post Office  
Previously Located at: Mace – Townfoot Store,  
Townfoot, Rothbury, Morpeth, NE65 7SL

We are delighted to let you know that we will be restoring Post Office services to the community in Rothbury.

The branch closed temporarily in March 2022 following the resignation of the postmaster and the withdrawal of the premises for Post Office use.

We are pleased to be able to reinstate a temporary Post Office service whilst we continue to seek a permanent solution.

The new Post Office service will operate from within the empty premises at Back Crofts, Rothbury, Morpeth, NE65 7XY, (previously The Co-operative Funeralcare), and will open on Wednesday 20 April 2022 at 13:00.

Access on foot is via the alley way to the side of the Co-operative Food store on the High Street, that leads to the end of the alley footpath, to the small office which is located on the left-hand side.

Access via vehicle is through Providence Lane. Take the turning between Craghoppers and JR Soulsby and Sons retail. Continue to follow the road and turn left onto Bank Crofts towards the small office which is located on the left.

Full details of the new temporary service are provided at the end of this letter and posters will now be displayed the Co-operative Food store, on the High Street in Rothbury, so customers are aware of the change.

If there are any unforeseen changes to the opening date, posters will be displayed at the Co-operative Food store, on the High Street in Rothbury to let customers know.

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 with those in your organisation who you feel would have an active interest in this particular matter.

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

*Gail Burnett*

**Gail Burnett**  
**Network Provision Lead**

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.**

#### Details of New Temporary Post Office Service at: Rothbury

**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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**Rothbury Post Office**  
(previously – The Co-operative  
Funeral care)  
Back Crofts  
Rothbury  
Morpeth  
NE65 7XY

#### Opening times

Monday - Friday	10:00 – 16:00
Saturday	Closed
Sunday	Closed

#### Services

A range of Post Office products and services will continue to be available.

#### Access

Access at the new branch premises is level with a wide door. Internally there will be a hearing loop and space for a wheelchair.

#### Getting there

This new temporary Post Office service is located approximately 130 metres away from the previous branch, along varied terrain, behind the Co-operative Food store, on the High Street in Rothbury.

There is a dedicated customer car park outside the new branch premises with a designated disabled parking bay.

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## 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**

**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.