



Dear Customer

**Branch Temporary Closure**

**South Ealing Road Post Office  
145 – 147 South Ealing Road, London, W5 4QP**

We are writing to inform you that, regrettably, due to unforeseen circumstances the above branch closed temporarily on 23 August 2021. Please accept my apologies for the late notification on this occasion.

We are working to restore Post Office services to the local community and I would like to apologise for any inconvenience this temporary closure may cause locally. In the interim, 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. Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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.

We will ensure that you are kept advised of developments in due course.

We would like to thank you for your patience at this time.

Yours faithfully

*Mohammed Islam*

**Mohammed Islam  
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk  
postofficeviews.co.uk  
FREEPOST Your Comments

## Alternative branches

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)

Information on public transport routes and timetables can be accessed at  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

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### Ealing Post Office

39-42 Ealing Broadway Centre  
The Broadway  
Ealing  
London  
W5 5JY

#### Opening times

Monday – Saturday	09:00 – 18:00
Sunday	11:00- 15:00

#### Services

The same range of services will continue to be available with the addition of comprehensive range of Travel Money, travel Insurance and Passport Check & Send.

#### Access

This branch has a wide door and level access at the entrance.

### Getting there

This Post Office service is located approximately 1.1 miles away from South Ealing Road branch, along varied terrain. There is a Pay and Display car park at Broadway Shopping Centre. There is a frequent bus service available between South Ealing Road branch and this Post Office service. The nearest bus stop is 190 metres away.

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### Boston Parade Post Office

Boston Road  
London  
W7 2DG

#### Opening times

Monday – Friday	09:00 – 17:00
Saturday	09:00 – 13:00
Sunday	Closed

#### Services

The same range of services will continue to be available with the addition of comprehensive range of Travel Money, travel Insurance and Passport Check & Send however excluding National Lottery.

#### Access

This branch has a wide door and a ramp at the entrance. Pay and Display parking is available outside the branch. There is also a designated disabled parking outside the branch. There are local buses serving the surrounding area.

### Getting there

This Post Office service is located approximately 1.1 miles away from South Ealing Road branch, along varied terrain.

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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](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](mailto: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.