



Dear Customer

**Branch Temporary Closure**

**Steeple Claydon Post Office  
12 West Street, Steeple Claydon, Buckingham, MK18 2NT**

We are writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing temporarily on Wednesday 9 August 2023 at 15:00.

Since the Postmaster gave us notice to leave, we have been exploring how services can be maintained for Steeple Claydon. This may be a local style branch which runs alongside an established retail shop in newly refurbished premises and creates a more modern and convenient experience for customers. We have visited the area to see what opportunities there might be to maintain services and have advertised for a new postmaster on our website [www.runapostoffice.co.uk](http://www.runapostoffice.co.uk)

We have recently received some interest from a potential applicant, and we will be supporting them to process an application as quickly as possible should they decide to proceed. We are still inviting applications via our website and all applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

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 temporary 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](http://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

*Anthony Bayley*

**Anthony Bayley**  
**Network Provision Lead**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://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](http://www.postoffice.co.uk/branch-finder)

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### Twyford Outreach Post Office Service

Twyford United Reform Church  
Twyford  
Buckingham  
MK18 4EQ

#### Opening times

Monday	10:00 – 12:00
Thursday	10:00 – 12:00

#### Services

Offers similar services, excluding Vehicle Tax and on demand Euro/Dollar Travel Money.

#### Access

There is a wide door and a small step at the entrance of the Church.

### Getting there

This Post Office service is located approximately 2.5 miles away from Steeple Claydon branch, along varied terrain. There is roadside parking nearby. There is a limited bus service available between Steeple Claydon branch and this Post Office service. The nearest bus stop is approximately 55 metres away.

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### Marsh Gibbon Post Office

1 Berry Close  
Marsh Gibbon  
Bicester  
OX27 0AY

#### Opening times

Monday – Saturday	07:00 – 18:00
Sunday	07:00 – 12:00

#### Services

Offers similar services, excluding Vehicle Tax and on demand Euro/Dollar Travel Money.

#### Access

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

### Getting there

This Post Office service is located approximately 5 miles away from Steeple Claydon branch, along varied terrain. There is a customer car park outside the branch, including designated disabled bays. There is a limited bus service available between Steeple Claydon branch and this Post Office service. The nearest bus stop is approximately 10 metres away.

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### Grendon Underwood Post Office

12 West Street  
Buckingham  
MK18 2NT

#### Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

#### Services

Offers similar services.

#### Access

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

### Getting there

This Post Office service is located approximately 5.3 miles away from Steeple Claydon branch, along varied terrain. There is roadside parking nearby. There is a limited bus service available between Steeple Claydon branch and this Post Office service. The nearest bus stop is approximately 35 metres away.

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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, 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](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.