



Dear Customer

Branch Unplanned Closure

Stetchworth Post Office

Ellesmere Centre, Ley Road, Stetchworth, Newmarket, Suffolk, CB8 9TS

Stetchworth Post Office closed in September 2025 due to unforeseen circumstances, and we apologise for the delay in notifying you. We understand how important local Post Office services are to our customers and that the community are concerned about the future of the branch.

We have also recently been informed that the Postmaster/postmistress has given notice to leave, and please be assured we are now reviewing how best to restore Post Office services to the community.

It is important that any future service is sustainable for both the operator and Post Office Limited. Based on expected customer use, we are exploring whether a Mobile Post Office could be provided. The Mobile service is a travelling Post Office, operated from a specially designed vehicle, which brings Post Office services and retail products directly to local communities.

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.

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 details of possible 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

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

Sally Ingold

Sally Ingold
Area Change 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 possible 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.

Newmarket Post Office		Services available
103 High Street Newmarket Suffolk CB8 8JJ		Offers similar 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 -Fri	09:00 – 17:30	Access is level at the entrance to the premises, via steps or a ramp with handrails.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 3.7 miles from Stetchworth Post Office branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

Cheveley Post Office		Services available
213 High Street Cheveley Newmarket Suffolk CB8 9RH		Offers similar services, with the addition of Vehicle Tax, and Euro Travel Money.
Opening times		Access
Mon - Fri	08:30 – 17:30	There is a ramp at the entrance to the premises.
Sat	08:30 – 12:30	
Sun	Closed	
Getting there		
Approximately 3.9 miles from Stetchworth Post Office branch, along varied terrain. 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.