Dear Customer,

Branch Unplanned Closure

Stoker Crescent Post Office
Wheatley Hill, Durham, DH6 3RP

We are writing to advise you that, for operational reasons, the above branch closed on Friday 06 November 2026. Please accept my apologies for the late notification on this occasion.

We are working to restore Post Office services at Stoker Crescent and I apologise for any inconvenience this closure may cause locally. In the interim, 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

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.

If you are a local representative, 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,

Lynne Archbold

Lynne Archbold
Retail Change Lead

How to contact us:

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

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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

Wheatley Hill Post Office	Services available
26 Alexandra Terrace Wheatley Hill Durham DH6 3JW	Offers similar services with the addition of Vehicle Tax.

Opening times		Access
Mon - Sat	07:30 - 20:30	Access is a step at the entrance to the premises.
Sun	10:00 - 19:00	

Getting there

Approximately 0.8 miles from Stoker Crescent Post Office branch, along varied terrain. Parking is available outside the branch. There is a regular bus service between Stoker Crescent Post Office and this branch, the nearest bus stop is 40 meters away.

Thornlaw Post Office	Services available
4 Stanley Terrace Thornley Durham DH6 3ES	Offers the same services.

Opening times		Access
Mon - Sat	08:00 - 19:00	Access is a small step at the entrance to the premises.
Sun	Closed	

Getting there

Approximately 2.1 miles from Stoker Crescent Post Office branch, along varied terrain. Parking is available nearby. There is a regular bus service between Stoker Crescent Post Office and this branch, the nearest bus stop is 220 meters away.

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 closure[1]/ 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
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[1]Where 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.