



Dear Customer

**Service Re-opening**

**Stretford Post Office**

**Previously Located at: WHSmith, 91 - 92 Arndale Centre, Stretford, Manchester, M32 9BD**

We are writing further to our recent communication in regards, to restoring the Post Office service to the community in Stretford.

Due to work delays, the temporary Post Office service will not open at Units 48 - 49 Stretford Mall, Chester Road, Stretford, Manchester, M32 9BD, on Tuesday 27 June 2023 as previously advised.

We will keep you informed once a new opening date has been finalised. This information will be provided on our Post Office Consultation Hub and posters will be displayed at Units 48 - 49 Stretford Mall to inform customers. We apologise for any inconvenience this may cause.

In the interim, customers requiring Post Office facilities, may use any convenient Post Office branch. Details of alternative Post Office services in the area are shown below:

- Chorlton-Cum-Hardy Post Office, 543 Wilbraham Road, Manchester, M21 9PP
- Sale Post Office, 18 The Mall, Sale, M33 7XZ

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.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Notification is available at the end of this letter.

Thank you for your patience and support.

Yours faithfully

*David Hunt*

**David Hunt**  
**Network Provision Lead**

How to contact us:

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

[postofficeviews.co.uk](https://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 the Temporary Post Office Service at: Stretford

Opening date to be confirmed

**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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#### Stretford Post Office

Units 48 - 49 Stretford Mall  
Chester Road  
Stretford  
Manchester  
M32 9BD

#### Services

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

#### Opening times

Monday - Friday	09:00 - 17:30
Saturday	09:00 - 14:00
Sunday	Closed

#### Access

The new premises will have level access with wide doors at the entrance.

Internally there will be a hearing loop and space for a wheelchair.

#### Getting there

This new temporary Post Office service is located approximately 30 metres away from the previous branch, along level terrain.

Parking is available within the Stretford Mall shopping centre car park.

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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, 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**

**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.