



Dear Customer

Branch Closure for Refurbishment

The University Post Office
Tower Avenue, University of Lancaster, Bailrigg, Lancaster, LA1 4XX

We are writing to update you on our recent communication informing you that we had scheduled a full refurbishment for The University Post Office, and the branch had to close on Tuesday 23 December 2025 at 17:00 for extensive works to be carried out on the building.

It was envisaged that the service would reopen on Monday 19 January 2026, however, due to operational reasons, the opening date has been delayed and the branch will now open on Monday 02 February 2026 at 09:30. I've included details of other Post Office branches in the area that customers can use.

Customers are free to visit the branch most convenient for them. However, the following alternative branches are located nearby:

- Bowerham Road Post Office, 1 Avondale Road, Lancaster, LA1 4BZXX
- Lancaster Post Office, TG Jones, 21 Market Street, Lancaster, LA1 1HZ
- Ullswater Road Post Office, 2 Ullswater Road, Lancaster, LA1 3PP

The latest available branch information can be found on our website,
www.postoffice.co.uk/branch-finder

Please accept my sincere apologies for the inconvenience caused.

Yours faithfully,

Samuel Williams

Samuel Williams
Area Change Manager

How to contact us:

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

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 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

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.