



Dear Customer

Branch Closure

**Tittensor Post Office
7 Winghouse Lane, Tittensor, Stoke-on-Trent, ST12 9JG**

Further to my previous letter, I am writing to update customers about other possible alternative services in the local area, which can also be used during the period of closure of the above branch.

The updated alternative branch options are listed below and this information will be made available locally.

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.

Yours faithfully

Victoria Gill

**Victoria Gill
Retail Change Lead**

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

Barlaston Post Office		Services available
One Stop, 2 Station Road Barlaston Stoke-on-Trent, ST12 9DH		Offers similar services, with the addition of Dollar Travel Money, however excluding On Demand Travel Insurance.
Opening times		Access
Mon - Sat	06:30 – 21:30	Access is level at the entrance to the premises.
Sun	07:30 – 21:30	
Getting there		
Approximately 1.4 miles from Tittensor Post Office branch, along varied terrain. There is a customer car park in front of the branch. Local buses serve the area.		

Hem Heath Post Office		Services available
1 Brough Lane Stoke-on-Trent ST4 8BX		Offers the same services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax.
Opening times		Access
Mon - Fri	08:30 – 18:00	Access is level at the entrance to the premises via steps with handrails.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 2.3 miles from Tittensor Post Office branch, along varied terrain. Parking is available in front of the branch. Local buses serve the area.		

Hanford Post Office		Services available
182-188 Mayne Street Hanford Stoke-on-Trent ST4 4QY		Offers the same services, with the addition of a comprehensive range of Travel Money & Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is level access and an automatic door at the entrance to the premises.
Sat	09:00 – 13:00 & 13:30 – 17:30	
Sun	Closed	
Getting there		
Approximately 2.6 miles from Tittensor Post Office branch, along varied terrain. There is a customer car park with disabled parking bays. Local buses serve the 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

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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.