



Dear Customer

**Whitley Bay Post Office®**  
**Previously located at Park Avenue, Whitley Bay, NE26 1DG**

**Public Consultation – Branch Re-opening**

I am writing to let you know that we are proposing to re-open this service at 205 Whitley Road, Whitley Bay, NE26 2SY.

The branch closed temporarily in December 2017 because the postmaster resigned and the premises were withdrawn for Post Office use. I am, therefore, pleased to inform you that the new premises, which is currently empty, will undergo a refurbishment to incorporate a Pharmacy.

Full details of the proposed new service are provided at the end of this letter.

**Consulting on the proposed new location**

We're carrying out a local public consultation and we'd welcome your views on the proposal. We welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy it is to get to the new location?
- Are the new premises easy for you to get into and is the inside easily accessible?
- If the move were to proceed is there anything we could do to make it easier for customers?
- Do you have any comments about the proposed days and opening hours?
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- Is there any feedback or general comments you would like to make about the proposed change

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our National Consultation team, whose contact details are overleaf. Any information we receive will be considered as we finalise our plans for the new branch. If others in your organisation are interested in the proposal, please feel free to let them know about it.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 481329

[postofficeviews.co.uk](http://postofficeviews.co.uk)

**Dates for local public consultation:**

Local Public Consultation starts	24 May 2018
Local Public Consultation ends	5 July 2018
Planned date of re-opening	2 July 2018

In order to restore a Post Office service to our customers in the area as soon as possible, the new branch will open on Monday 2 July 2018 at 13:00. However, this does not affect the period of public consultation which is ongoing until 5 July 2018.

I've included information about the Code of Practice over the page and a copy of the Code will also be available to view in store.

Thank you for considering our proposal. At the end of the consultation we'll let you know our final plans by displaying a poster in the store.

Yours faithfully

***Gail Burnett***

**Gail Burnett**  
**Area Network Change Manager**

**How to contact us:**

[postofficeviews.co.uk](http://postofficeviews.co.uk)

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

Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your envelope for your letter to reach us**

Want to tell us what you think right here and now – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

<b>Whitley Bay Post Office information sheet</b>				
<b>Proposed new Post Office location (subject to local public consultation)</b>				
<b>Address</b>	205 Whitley Road Whitley Bay NE26 2SY			
<b>Post Office Opening hours</b>		Mon	09:00 - 17:30	
		Tue	09:00 - 17:30	
		Wed	09:00 - 17:30	
		Thu	09:00 - 17:30	
		Fri	09:00 - 17:30	
		Sat	09:00 - 17:30	
		Sun	Closed	
<b>Distance</b>	350 metres away from the previous branch, along varied terrain.			
<b>Products &amp; Services</b>	The same range of services will continue to be available excluding National Lottery.			
<b>Accessibility &amp; Accessibility works</b>	<b>Access and facilities</b> This premises has a wide door and level access at the entrance.			
	<b>Transport/parking</b> Time restricted parking is available outside the premises.			
<b>Local Public Consultation starts</b>	24 May 2018			
<b>Local Public Consultation ends</b>	5 July 2018			
<b>Planned date of re-opening</b>	2 July 2018			

**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)