



Dear Customer

Branch Temporary Closure

**Winchcombe Post Office
22 - 24 North Street, Winchcombe, Cheltenham, GL54 5PS**

We are writing to advise you that, for operational reasons, the above branch closed temporarily on Friday 18 August 2023. Please accept my apologies for the late notification on this occasion.

We are working to restore Post Office services at Winchcombe, and I would like to apologise for any inconvenience this temporary closure may cause locally. In the interim, we hope that our customers will continue to use Post Office services and details of 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 will display posters in the branch premises and in the local area to inform customers.

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

Scott Lacey

**Scott Lacey
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk

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.

Alternative branches

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

We would like to advise that for operational reasons Alderton Post Office service closed temporarily on Monday 14 August 2023. The branch will re-open on Monday 18 September 2023 at 09:00. We apologise for any inconvenience this may cause. During this period of temporary closure customers may use any convenient Post Office branch. Details of alternative Post Office branches in the area are shown below:

Beckford Mobile Post Office Service, Outside the Old Post Office, Main Street, Beckford, Tewkesbury, GL20 7AD

Stanway Outreach Post Office Service, Stanway House, Stanway, Cheltenham, GL54 5PQ

Kemerton Mobile Post Office Service, Outside the Old Post Office, High Street, Kemerton, Tewkesbury, GL20 7HP

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

Alderton Post Office

10 Blacksmiths Road
Alderton
Tewkesbury
GL20 8NW

Services

Offers similar services, however excluding Vehicle Tax and Dollar Travel Money.

Opening times

Monday - Friday	09:00 – 13:00
Saturday	09:00 – 12:30
Sunday	Closed

Access

This branch has a wide door and access is via a step at the entrance.

Internally, the

re is a hearing loop.

Getting there

This Post Office service is located approximately 4.1 miles away from Winchcombe branch, along varied terrain.

Parking is available nearby.

There are local buses serving in the surrounding area.

Customers may continue to use any Post Office branch for everyday Post Office products and services. Details of possible alternative Post Office branches in the area are provided below for your convenience:

Bishops Cleeve Post Office

37 Church Road
Bishops Cleeve
Cheltenham
GL52 8LP

Opening times

Monday to Friday	08:00 – 17:00
Saturday	08:00 – 13:00
Sunday	Closed

Services

Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, On Demand Travel Insurance, and National Lottery.

Access

This branch has a wide door and access is via a step at the entrance.

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 4.9 miles away from Winchcombe branch, along varied terrain. Time restricted roadside parking is available outside the branch. There are local buses serving in the surrounding area.

Gotherington Post Office

7 Cleeve Road
Gotherington
Cheltenham
GL52 9EW

Opening times

Monday to Saturday	07:00 – 19:00
Sunday	Closed

Services

Offers similar services, with the addition of National Lottery however, excluding Vehicle Tax and On Demand Travel Money.

Access

This branch has a wide door and access is via a step at the entrance.

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 5.2 miles away from Winchcombe branch, along varied terrain. Roadside parking is available outside the branch. There are local buses serving in the surrounding area.

Cheltenham High Street Post Office

192 - 194 High Street
Cheltenham
GL50 1EP

Opening times

Monday - Saturday	09:00 – 17:30
Sunday	10:30 – 14:30

Services

Offers similar services, with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, and On Demand Travel Insurance.

Access

This branch has wide automatic doors and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 7.2 miles away from Winchcombe branch, along varied terrain. Pay and display parking is available at High Street, Car Park, located 500 metres from the branch. Further pay and display parking is also available at the NCP Car Park, near The Brewery Quarter, 450 metres away from the branch. There is a regular bus service available between Winchcombe branch and this Post Office service. The nearest bus stop is approximately 120 metres away.

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
- Temporary closure¹ / 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

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¹ 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.