



Dear Customer

**Branch Closure for Refurbishment**

**Winsley Road Post Office  
223 Winsley Road, Bradford-on-Avon, BA15 1QT**

We are writing to inform you that due to extensive building work at the above location, the safety of our customers is of paramount importance to us, therefore, to allow for the building work to take place, it was necessary for this branch to close on Wednesday 29 January 2025 at 17:30. Please accept my apologies for the late notification on this occasion.

It is envisaged that the work will take approximately 4 weeks to complete, following which the service will re-open on Thursday 27 February 2025 at 10:00.

The branches listed overleaf will be happy to provide customers with Post Office services during this period and this information will be made available locally. Should the dates change, posters will be displayed in branch to let customers know.

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.

We would like to apologise for the inconvenience the closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

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.

Yours faithfully

*Damien Haydock*

**Damien Haydock  
Partner Account Manager**

How to contact us:

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

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

FREEPOST Your Comments

## Alternative branches

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

Trowbridge Road Post Office		Services
Bestway Retail Ltd 61 Trowbridge Road Bradford-on-Avon BA15 1EG		Offers the same services.
Opening times		Access
Mon - Fri	09:00 – 17:00	There are steps with handrails at the entrance to the premises.
Sat	09:00 – 14:00	
Sun	Closed	
Getting there		

Approximately 0.7 miles from Winsley Road Post Office branch, along varied terrain.  
There is customer parking and time restricted roadside parking available nearby.  
There is a frequent bus service available between Winsley Road branch and this Post Office service.  
The nearest bus stop is approximately 140 metres away.

Bradford-on-Avon Post Office		Services
Co-Op, 1 Bridge Yard Kingston Road Bradford-on-Avon BA15 1EJ		Offers the same services, with the addition of Vehicle Tax.
Opening times		Access
Mon - Sun	07:00 – 22:00	There is level access and wide automatic doors at the entrance to the premises.
Getting there		

Approximately 0.9 miles from Winsley Road Post Office branch, along varied terrain.  
Time restricted roadside parking is available nearby.  
There is a frequent bus service available between Winsley Road branch and this Post Office service.  
The nearest bus stop is approximately 100 metres away.

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](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
- Unplanned closure<sup>1</sup>/ 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where 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.