



Dear Customer,

Branch Temporary Closure

Winslow Post Office

One Stop, 6 High Street, Winslow, Buckingham, Buckinghamshire, MK18 3HF

We are writing to inform you that the Post Office serving counter will be moving to the store retail counter.

The safety of our customers is of paramount importance to us, and to allow this change to take place, the Post Office branch will need to close, temporarily, on Thursday 04 April 2024 at 17:30. The service will re-open on Tuesday 16 April 2024 at 08:00. All products & services will remain the same, over longer hours: Monday – Sunday 08:00 – 20:00.

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 temporary 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

Daniel Rooney

Daniel Rooney
Partner Account Manager

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 its opening hours.

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

Swanbourne Post Office

5 Mursley Road, Swanbourne,
Milton Keynes, MK17 0SH

Opening times

Monday – Friday	09:00 – 13:00
Saturday & Sunday	Closed

Services

Similar services will continue to be available, however excluding a comprehensive range of Travel Money, Passport Check & Send, and On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 2.4 miles away from Winslow branch, along varied terrain. Parking is available nearby. There is a limited direct bus service available between Winslow branch and this Post Office service.

Great Horwood Post Office Service

Great Horwood Village Hall, High Street,
MK17 0QL

Opening times

Monday – Tuesday	No Service
Wednesday	09:00 – 11:00
Thursday – Sunday	No Service

Services

Similar services will continue to be available, however excluding a comprehensive range of Travel Money, Passport Check & Send, and On Demand Travel Insurance.

Access

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

Getting there

This Post Office service is located approximately 2.4 miles away from Winslow branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Quinton Post Office

6 Church Street, Quinton, Aylesbury,
HP22 4AP

Opening times

Monday – Friday	08:00 – 18:00
Saturday	08:00 – 13:00
Sunday	Closed

Services

Similar services will continue to be available, however excluding Vehicle Tax, a comprehensive range of Travel Money, Passport Check & Send, and On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 7.0 miles away from Winslow branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding 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
- 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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.