



Dear Sir/Madam

**Newbiggin-By-The-Sea Post Office®
104-106 Front Street, Newbiggin-By-The-Sea, NE64 6AA**

Temporary Closure – update

I'm writing to let you know what's been happening with the above Post Office service which closed temporarily on 18 October 2017.

Newbiggin-By-The-Sea Post Office closed due to operational reasons. Since the closure, we have been exploring our options for restoring a Post Office service to our customers in the area.

In exploring likely future provision, we are still confident that a Post Office local service will best meet the community's needs. As you are aware from using your former service, Post Office locals run alongside an established local shop. They are designed to create a more modern and convenient retail experience for customers in premises which are adapted to accommodate Post Office facilities.

The vacancy in Newbiggin-By-The-Sea was advertised on our website and a candidate with premises has applied for the position. Their application is progressing through our recruitment process. I am unable to provide any further information until our recruitment process has been completed, but will be in touch as soon as I have further news.

I'm sorry for the time it is taking to restore a service locally and for the inconvenience the ongoing temporary closure is causing to our customers. We hope they will continue to use the other branches in the area during this time.

We would welcome any applications from potential retail partners interested in running a branch on our behalf. The vacancies are currently being advertised on our website www.runapostoffice.co.uk and applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

If you have any questions please write to me via the National Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this communication in line with our Code of Practice. You can find more information about the Code at the end of this letter.

Thank you for your continued patience during the time taken to resolve this situation. I'll write to you again when I have more news.

Yours faithfully

Gail Burnett

Gail Burnett
Area Network Change Manager

How to contact us:

comments@postoffice.co.uk
FREEPOST Your Comments
www.postofficeviews.co.uk

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.