



Dear Sir/Madam

**Little Madeley Post Office®**  
**Newcastle Road, Madeley, Crewe, CW3 9JP**

**Branch Temporary Closure**

I am writing to inform you that, regrettably, following the resignation of the Postmaster and the withdrawal of the premises for Post Office use the above branch will be closing temporarily on Friday 8 September 2017.

The provision of a Post Office service to our customers in the local community is important to us, and we will continue to work hard to restore services in the area as soon as possible. We would welcome any applications from potential retail partners interested in running Little Madeley Post Office on our behalf. If you know anyone who is interested please give them our Agency Recruitment team contact telephone number: 0845 601 6260. My colleagues in this team will be pleased to provide the specific details about the vacancy at Little Madeley.

I would like to assure you that we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

Future provision will reflect customer numbers and usage and we may take the opportunity to establish an alternative type of service. This may be an outreach service where a Postmaster from a nearby branch offers the facility with hours of opening set to reflect the likely number of customers who will use the service or a new style branch known as a Post Office local. Post Office locals run alongside an established local shop and create a more modern and convenient retail experience for customers in newly refurbished premises.

If you have any questions you would like to raise about this matter, please write to me via the Communication and 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".

Any future changes to service provision would be handled in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code at the end of this letter. Other people in your organisation may have an interest in this issue so please let them know about it.

I 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.

I will write to you again once I have any news about our plans for future service provision.

Yours sincerely

*Denise Nutbrown*


**Denise Nutbrown**  
**Network Operations Manager**

**How to contact us:**

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



Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55

 FREEPOST Your Comments  
**Please note this is the full address to use and no further address details are required.**



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

**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.**

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](http://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.

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**Alternative branches:****Silverdale Post Office**

23 The Parade  
Silverdale  
Newcastle  
ST5 6LQ

**Services**

The same range of services will continue to be available with the addition of Comprehensive range of Travel Money, Passport Check & Send and Cash Machine.

**Access and facilities**

This branch has a wide door and a step at the entrance. A ramp is available on request.

**Opening times**

Monday	08:30-17:30
Tuesday	08:30-17:30
Wednesday	08:30-17:30
Thursday	08:30-17:30
Friday	08:30-17:30
Saturday	09:00-15:00
Sunday	Closed

**Transport/parking**

Roadside parking is available outside the branch. There are local buses serving the surrounding area.

**Route**

This Post Office service is located approximately 3.3 miles away from Little Madeley branch, along varied terrain.

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**Betley Post Office**

Village Shop  
Main Road  
Betley  
Crewe  
CW3 9AB

**Services**

The same range of services will continue to be available with the addition of National Lottery, however excluding Car Tax and On Demand Travel Insurance.

**Access and facilities**

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

**Opening times**

Monday	08:00-18:00
Tuesday	08:00-18:00
Wednesday	08:00-18:00
Thursday	08:00-18:00
Friday	08:00-18:00
Saturday	08:00-17:00
Sunday	08:00-12:00

**Transport/parking**

Roadside parking is available nearby. There is a frequent bus service available between Little Madeley branch and this Post Office service. The nearest bus stop is approximately 60 metres away.

**Route**

This Post Office service is located approximately 3.3 miles away from Little Madeley branch, along varied terrain.

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