



Dear Sir/Madam

**Alveston Post Office®  
1 Greenhill Parade, Alveston, Bristol, BS35 3LU**

**Branch Temporary Closure**

I am writing to advise you that, for operational reasons, the above branch closed temporarily on 23 May 2017. I am sorry for the late notification of the closure on this particular occasion.

I can assure you that we are working to resume Post Office services in Alveston and I would like to apologise for any inconvenience this temporary closure may cause to people locally. In the interim, we hope that our customers will continue to use the Post Office. Full details of alternative services in the area are shown at the end of this letter.

We're handling this change 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 below.

I would like to thank you for your patience at this time. I will ensure that you are kept advised of developments in due course.


Yours faithfully


*John Bourke*

**John Bourke  
Network Operations Manager**

## How to contact us:

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

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

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

 [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.

### Alternative branches:

#### Thornbury Post Office

9 High Street, Thornbury  
Bristol, BS35 2AE

#### Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

#### Services

The same range of services will continue to be available with the addition of Car tax, National Lottery, Dollar Travel Money, Passport Check & Send and On Demand Travel Insurance.

#### Access and facilities

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

#### Transport/parking

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

#### Route

This Post Office service is located approximately 1.5 miles away from Alveston branch, along varied terrain.

#### Olveston Post Office

Olveston Stores, The Street  
Olveston, Bristol  
BS35 4DR

#### Opening times

Monday	09:00 – 13:00 14:00 – 17:30
Tuesday	09:00 – 13:00 14:00 – 17:30
Wednesday	09:00 – 13:00 14:00 – 17:30
Thursday	09:00 – 13:00 14:00 – 17:30
Friday	09:00 – 13:00 14:00 – 17:30
Saturday	09:00 – 12:30

#### Services

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

#### Access and facilities

This branch has level access at the entrance.

#### Transport/parking

Roadside parking is available nearby. There is a limited bus service available between Alveston branch and this Post Office service. The nearest bus stop is 130 metres away.

#### Route

This Post Office service is located approximately 2.3 miles away from Alveston branch, along varied terrain.