



Dear Sir/Madam

**Cockcroft Road Post Office®
2 Cockcroft Road, Didcot, OX11 8LL**

As you may know the above Post Office has been closed since May 2017, following the resignation of the Postmaster and the withdrawal of the premises for Post Office use.

Unfortunately since the closure, we have been unable to identify a suitable solution. I'm therefore writing to you and other local representatives to advise you that as there have been no suitable opportunities to restore a service, this branch will remain temporarily closed.

I would of course explore any suitable opportunities if there are any significant changes in the area in the future. However due to the length of time the branch has been closed, we would need to satisfy ourselves that any new opportunity would be sustainable for both the Post Office and the operator.

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 are made aware of any changes in the area in the future or have any questions about this matter 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 regret that we have been unable to restore a service locally and have provided details at the end of this letter of alternative branches in the area, which we hope our customers will continue to use.

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.

If others in your organisation are interested in this announcement, please feel free to let them know about it.

Yours faithfully

Simon Grant

**Simon Grant
Area Network Change Manager**

How to contact us:

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

Alternative access to Post Office services:

- **Didcot Post Office**, 188 The Broadway, Didcot, OX11 8RN
- **Georgetown Post Office**, Broadway Service Station, 52-60 Wantage Road, Didcot, OX11 0BT

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.

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 66 01 15 or Textphone 03457 22 33 55.