

Suggested letter in reply to the Post Office consultation
The letter needs to be personal and, as much as possible, contain your own concerns and views about the proposed plans for your area.

National Consultation Team
Post Office Ltd
FREEPOST CONSULTATION TEAM (no stamp is required)

Post Office branch: [insert name of branch]
Area plan: Cambs, Herts and Beds

Dear Sir,

RE: Proposed Post Office branch closures in Luton

I am writing to express my concern and opposition to the proposed closure of the Post Office branch in [insert location].

The Post Office provides an important service and lifeline to many residents in our area, particularly the elderly and those without access to a car. As a regular customer I am very concerned that your access report and review did not reflect the importance of the branch to the local community or recognise the difficulties that vulnerable customers would have in travelling to another location.

[Insert some local details about how you use the branch here and how important it is to your family, neighbours and yourself].

The [insert location] branch is not only convenient for many residents in our area but also provides an essential link for residents who would find it difficult or more expensive to travel to the next nearest branch. In particular, I am concerned that your evaluation of the branch did not take into account the social and economic make up of [insert location], the difficulty of travelling by public transport in Luton or the cost of using a car.

[Insert location] has a particularly high level of vulnerable and disadvantaged residents who rely on the local branch, including pensioners. I do not think you have demonstrated how this area is significantly different in its social make up to other estates where the Post Office is to remain open. I am also concerned that you have taken a simplistic view of how close any of the alternative branches are.

Not only will your plans deprive our community of a much valued service, they also appear ill-considered and inappropriate for the mix of residents living in our area. I would urge you to re-consider the flawed basis of your access report for the branch and think again about plans to close our branch.

Yours sincerely