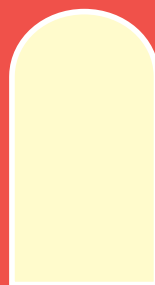
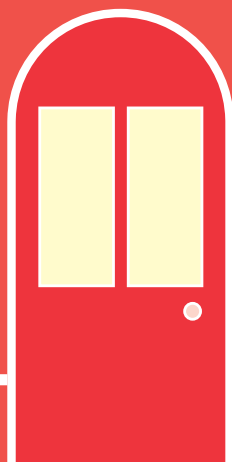


A Practical Guide



to Postal Services

## YOUR LOCAL POST OFFICE



**The post office network is the largest retail chain in Northern Ireland with around 480 branches.**



**This guide provides information on:**

1. Products and services available at the post office.
2. Changes to the post office network and how you can make your voice heard.
3. What to do if you are unhappy with the service you receive at a post office.



**Products and services available at the post office**

The post office network provides access to essential services through its branch network and website.

**These can include:**

- Letters and parcels services;
- Government services – e.g. collection of pension and benefits, renewal of car tax, passport check and send service;
- Financial services – e.g. access to cash, banking facilities, bill payments, currency, travel, home and car insurance;
- Business services – e.g. banking services, insurance and drop and go mail services; and
- Broadband and phone services.

For a full list of products and services visit [www.postoffice.co.uk](http://www.postoffice.co.uk)

**TOP TIP**

Check what services are available at your local post office branch. The range of services offered will vary from branch to branch.



## Your Local Post Office

To find out where your nearest post office is located and what services are available at the branch, use the post office online branch finder:

[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)



### DID YOU

### KNOW?



You can access personal or business bank accounts through the post office free of charge.

Many high street banks allow you to make cash withdrawals, cheques or cash deposits and in some cases, balance checks at your local post office. This includes Ulster Bank, Danske Bank and Bank of Ireland.

For more information speak to your bank, contact Post Office on **03456 11 2970** or [www.postoffice.co.uk/banking](http://www.postoffice.co.uk/banking) or see our website [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

## Changes to the post office network

Post offices are important to many consumers and communities.

When there are proposals to change your post office it is important that your voice is heard. Post Office Ltd will consult with the community and local representatives on the majority of proposals to close, relocate or make changes to one of its branches.

If you are concerned about any proposals talk to your neighbours, local elected representatives, small businesses and other organisations that use the post office. Tell Post Office Ltd about your individual and collective views or any suggestions that you have to improve the proposals.

### Post Office contact details

Letter: FREEPOST Your comments

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

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

Telephone: 03457 22 33 44

Textphone: 03457 22 33 55

### TOP TIP

Make your individual or community's voice heard by responding to the consultation on post office changes. Make sure you do this within the consultation period.

### Code of Practice

The Consumer Council has an agreed 'Code of Practice' with Post Office Ltd. The Code explains how the post office will let customers and representatives know about changes to the post office network and why they are happening. You can find this Code on the Post Office website.

### DID YOU

### KNOW?



Post offices are not part of Royal Mail. However, Royal Mail uses post offices as an access point for postal services.

Therefore post office branches act as a retailer for many of Royal Mail's and Parcelforce's products and services.

## Network Transformation Programme

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The post office network is going through a modernisation programme which will see many post offices change to different operating models and perhaps relocate to nearby retail outlets. These new models are called Post Office Local and Post Office Main.



### Post Office Local

A Post Office Local is located in a retail business such as a local shop or petrol station. It typically opens the same hours as the retail business and post office services are offered from the main retail counter. Therefore you should be able to access post office services over longer opening hours.



### Post Office Main

A Post Office Main is typically located in larger retail businesses such as supermarkets. Post office services are offered from both a dedicated post office counter and the retail counter. A full range of services are available and in many cases over longer opening hours.

**DID YOU**

**KNOW?**



There may be some services you will not be able to access at a Post Office Local such as, car tax renewals, passport applications and some international parcel products.

## Complaints or queries

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**If you have any general queries or you are unhappy with the service you have received at the post office you can:**

Write to Post Office Ltd Customer Services at:  
Post Office Customer Care  
FREEPOST  
PO Box 740  
Barnsley  
S73 0ZJ

Telephone: 03456 11 29 70

Textphone: 03457 22 33 55

[www.postoffice.co.uk/contact-us-complaint](http://www.postoffice.co.uk/contact-us-complaint)

The Consumer Council represents postal consumers providing independent advice and guidance on postal service issues.

If you need advice or require extra assistance, you can contact us on:

**0800 121 6022** or  
**[complaints@consumercouncil.org.uk](mailto:complaints@consumercouncil.org.uk)**





## The Consumer Council



Complaints line: 0800 121 6022



Tele/Textphone: 028 9067 2488



Fax: 028 9065 7701



E-mail: [info@consumercouncil.org.uk](mailto:info@consumercouncil.org.uk)  
[complaints@consumercouncil.org.uk](mailto:complaints@consumercouncil.org.uk)



Website: [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)



**Consumer Council Northern Ireland**



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