

# Changes to Post Offices

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Information about changes to Post Offices in Northern Ireland.

Post Offices can relocate, close or new outlets can open. When changes happen or are being proposed it is important that the Post Office lets you know what is happening and why.

## **Changes to your local Post Office**

We advocate on your behalf, and make sure the consumer voice in Northern Ireland is heard when a Post Office is potentially closing or moving.

Post Office's have a duty to you, its customers, to let you know about any changes in your local area and ask for your opinion.

If you are concerned about a change to a local Post Office in your area, please get in touch with us.

## **Making a complaint about the Post Office**

If you are unhappy with the service you have received at a Post Office, let a member of staff know as they may be able to help you there and then. If the problem wasn't fixed, you can submit a formal complaint to the Post Office online. Click here to visit the [Post Office's online complaints form](#). You can also call the Post Office on 0345 722 33 44 or by textphone on 03457 22 33 55.