



Dear Customer

Branch Temporary Closure

Ashington Post Office

The Co-operative Food, Unit 3 Ashington Centre, London Road, Ashington, RH20 3RB

I am writing further to my previous letter in which I advised you that due to extensive building work at the above location, the branch will need to close temporarily. The dates for the closure have been revised. The branch will now close on Friday 22 September 2023 at 17:30 and will reopen on Thursday 26 October 2023 at 09:00.

Updated posters are being displayed in the branch and full details of alternative Post Office services in the area are shown at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Notification is available at the end of this letter.

Yours faithfully

Damien Haydock

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Partner Account Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Alternative branches

There are times our branches may need to make changes to its opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Storrington Post Office

2 West Street
Storrington
Pulborough
RH20 4ED

Opening times

Mon, Tue, & Fri	09:00 – 17:30
Wed & Thur	09:00 – 13:00 & 13:30 – 17:30
Sat	09:00 – 13:00 & 13:30 – 16:00
Sun	Closed

Getting there

This Post Office service is located approximately 3.8 miles away from Ashington branch, along varied terrain. There is time restricted roadside parking in the nearby area, additionally Storrington Library Pay & Display Carpark is located approximately 200 metres from the branch with dedicated disabled parking bays. There are local buses serving the surrounding areas.

Services

Similar services will continue to be available, with the addition of a comprehensive range of Travel Money and Passport Check & Send.

Access

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

West Chiltington Post Office

Church Street
West Chiltington
Pulborough
RH20 2JW

Opening times

Mon, Tue, Thur & Fri	09:00 – 13:00 & 14:00 – 17:30
Wed	09:00 – 13:00
Sat	09:00 – 12:30
Sun	Closed

Getting there

This Post Office service is located approximately 4.5 miles away from Ashington branch, along varied terrain. There is roadside parking near the branch. There are local buses serving the surrounding areas.

Services

Similar services will continue to be available, however excluding National lottery, Vehicle Tax and on Demand Travel Insurance.

Access

This branch has a wide door and steps at the entrance.

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Consumer Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.