



Dear Customer

Post Office Service - Temporary Closure

Bolney Post Office
Rawson Hall, The Street, Bolney, Haywards Heath, RH17 5PF

We are writing to inform you that, regrettably, due to unforeseen circumstances, Bolney Outreach Post Office service closed temporarily on Monday 6 September 2021. Please accept my apologies for the late notification on this occasion.

The provision of a Post Office service to our customers in the local community is important to us, and we are working hard to reinstate a service in Bolney as soon as possible.

We would like to apologise for any inconvenience this temporary closure may cause in the local area. In the interim, we hope our customers will continue to use Post Office services. Customers requiring Post Office facilities may use any convenient Post Office service branch, details of alternative Post Office branches in the area are shown at the end of this letter for your convenience.

Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We will keep you informed of any changes and updated information will be provided on our Post Office Consultation Hub.

We will display posters at the Rawson Hall and in the local area to inform customers.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available 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.

If you are a local representative, we will write to you again once we have any news about the developments of the Post Office service provision in Bolney.

Yours faithfully

Emily Dobson

Emily Dobson
Network Provision Lead

How to contact us:

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

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.

Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Cowfold Post Office

Cowfold Village Hall
Bolney Road
Cowfold
Horsham
RH13 8AA

Opening times

Monday	14:00 – 16:30
Thursday	14:00 – 16:30

Services

A range of services will continue to be available.

Access

The Cowfold Village Hall has wide double doors at the entrance and access is via a ramp from the footpath.

Internally, there is a hearing loop and space for wheelchair.

Getting there

This Post Office service is located approximately 3.5 miles away from Bolney Post Office service, along varied terrain.

Parking is available at the Playing Field Car Park opposite the Cowfold Village Hall.

There are local buses serving in the surrounding area.

Handcross Post Office

High Street
Handcross
Haywards Heath
RH17 6BJ

Opening times

Monday – Friday	09:00 – 13:00
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Services

A wide range of services will continue to be available.

Access

This branch has wide double doors and a step at the entrance.

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 5.5 miles away from Bolney Post Office service, along varied terrain.

Roadside parking is available nearby.

There are local buses serving in the surrounding area.

London Road (95) Post Office

95 London Road
Burgess Hill
RH15 8NE

Opening times

Monday - Sunday	09:00 – 19:00
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Services

A range of services will continue to be available.

Access

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

Internally, there is a hearing loop and space for wheelchair.

Getting there

This Post Office service is located approximately 4.9 miles away from Bolney Post Office service, along varied terrain.

Roadside parking is available nearby.

There are local buses serving in the surrounding area.

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, Citizens Advice 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, Citizens Advice 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

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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.