



Dear Customer

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

I'm writing further to my recent letter regarding our plans to reopen the above Outreach service on Monday 24 January 2022.

Regrettably, due to operational reasons, we were unable to commence this service and I apologise for any inconvenience this may cause. I have provided details at the end of this letter of possible alternative Post Offices in the area, which we hope our customers will continue to use. The latest available information about Post Offices can be found on our website www.postoffice.co.uk/branch-finder

We are continuing to investigate the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service and for Post Office Limited.

It would be helpful if you could share this information through your social media channels and with any local groups or organizations that you know within the community or in your organization. We will write to local representatives and display posters in the local area once we have any news about our plans for future service provision.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

Yours sincerely

Emily Clive

Emily Clive
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Alternative access to Post Office services:

- Cowfold Post Office, Bolney Road, Cowfold, Horsham, RH13 8AA
- Handcross Post Office, High Street, Handcross, Haywards Heath, RH17 6BJ
- London Road (95) Post Office, 95 London Road, Burgess Hill, RH15 8NE

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, 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

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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.