



Dear Customer

Local public consultation – Proposed move to new premises

**Carr Street Post Office
17 Carr Street, Ipswich, IP4 1ER**

I'm writing further to my previous letter, in which we advised you of our proposal, subject to consultation to move the above Post Office to new premises located at 51 Buttermarket, Ipswich, IP1 1BJ, where it would of be known as Butter Market Post Office.

The current postmaster has now decided not to progress with the relocation of the branch and the branch will continue to operate from its current location.

Unfortunately, due to unforeseen circumstances the above branch has had to close temporarily on Thursday 24 August 2023. Please accept my apologies for the late notification on this occasion. We're currently making the arrangements for the reopening date and further information will be provided in branch once the dates have been agreed.

Details of two alternative Post Office branches are provided below for your convenience.

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

Yours faithfully

Allison Wallace

**Allison Wallace
Network Provision Manager
Post Office Limited**

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

Ipswich Post Office

12-14 Westgate Street

Ipswich

IP1 3EG

Services

Offers similar services, however excluding National Lottery.

Access

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

Opening times

Monday – Saturday	09:00 – 17:30
Sunday	Closed

Getting there

This Post Office service is located approximately 0.3 miles away from Carr Street branch, along varied terrain. There is a Pay and display carpark available at Tower Ramparts Street. There are no direct bus services available between Carr Street and this Post Office.

Fore Street Post Office

55 Fore Street

Ipswich

IP4 1JL

Services

Offers similar services, however excluding Passport Check & Send.

Access

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

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:30 – 13:30
Sunday	Closed

Getting there

This Post Office service is located approximately 0.4 miles away from Carr Street branch, along varied terrain. Roadside parking is available directly outside the branch. There are no direct bus services available between Carr Street and this Post Office.

**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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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
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Comments@postoffice.co.uk
Textphone: 03457 22 33 55

FREEPOST Your Comments

¹ 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.

² If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

³ Locally elected representatives include 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.

⁴ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 3 and 4 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.