



Dear Customer

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. I'm therefore pleased to let you know that we are planning to open a new Post Office in your area in Spar, Unit 1 Caxton Road, Frome, BA11 1NE on Tuesday 10 December 2024 at 13:00.

The service will be one of our local style branches with a low-screened, open-plan Post Office service point carefully integrated into the retail counter. Customers will be able to carry out a wide range of Post Office transactions alongside retail purchases. The new service will offer long opening hours, with the Post Office opening hours in line with the retail business.

Details of the opening hours and the key products and services that will be available are provided below. Please feel free to share this information with others who may be interested to hear about the new service. If there are any unforeseen changes which mean these dates change, posters will be displayed in store to let customers know.

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.

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

Antoinette Chitty

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Area Change Manager

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.

The latest available branch information, can be found on our website
www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
 For details of maximum value of transactions, please speak to the branch operator/postmaster.

Opening times	
Mon – Sun	07:00 – 22:00

Products and Services	
Cash Withdrawals	✓
Cash Deposits	✓
Cheque Deposits	✓
Mails	
Drop & Go	✓
Parcelforce Express Services	✓
DPD - Buy in branch	✓
DPD - Drop off & Collections	✓
Post & Go	✓
Pay Bills & Top Up	
Pay Bills & Top-up	✓
Passport Applications	
Paper Check & Send - New & Renewals	x
Digital Check & Send - New & Renewals	x
Licence Applications	
SIA (Security Industry Authority)	x
Home Office Services	
BRP (Biometric Residence Permit) Card Collection Service	x
Identity Services	
Document Certification	✓
In Branch Verification	✓
Driving	
DVLA Photocard Renewal	x
Vehicle Tax	x
Travel	
Foreign Currency	✓
Travel Insurance	✓
Travel Money Card	✓
Your Finances	
MoneyGram®	✓
Western Union	✓
Savings Application Forms	✓
Savings Account ID Verification (free)	✓
Bank of England Banknote Exchange	x
ATM – 24hr	✓

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
- Unplanned closure¹/planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

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

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.