



Dear Customer

Branch Temporary Closure

**Charlestown Post Office
Central Convenience, 426 Chickerell Road, Weymouth, DT4 9TP**

We are writing to inform you that, regrettably, due to unforeseen circumstances, the above branch closed temporarily on Saturday 7 August 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 Charlestown as soon as possible.

We would like to apologise for any inconvenience this temporary closure may cause locally. 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 Central Convenience store 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".

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter. 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.

Thank you for your support.

Yours faithfully

Billy Ware

Billy Ware
Senior Partner Account 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.

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

Abbotsbury Road Post Office

Abbotsbury Road Londis

173 Abbotsbury Road

Weymouth

DT4 0LX

Services

A wide range of services will continue to be available.

Access

This branch has level access with wide automatic doors at the entrance.

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

Opening times

Monday – Saturday	08:30 – 19:30
Sunday	Closed

Getting there

This Post Office service is located approximately 1.1 miles away from Charlestown branch, along varied terrain.

Roadside parking is available outside the branch and nearby.

There is a frequent bus service available between Charlestown branch and this Post Office service.

The nearest bus stop is approximately within 40 metres away.

Chickerell Post Office

McColls Retail Group

51 - 53 East Street

Weymouth

DT3 4DT

Services

A range of services will continue to be available.

Access

This branch has a wide door and a step with a handrail at the entrance. Internally, there is a hearing loop.

Opening times

Monday – Saturday	06:00 – 22:00
Sunday	07:00 – 22:00

Getting there

This Post Office service is located approximately 1.1 miles away from Charlestown branch, along varied terrain.

Roadside parking is available outside the branch and nearby.

There is a frequent bus service available between Charlestown branch and this Post Office service.

The nearest bus stop is opposite the branch.

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

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.