



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 Mobile Post Office service in your area.

This new Mobile Post Office service will operate from outside The Charvil Stores, 36 Park View Drive South, Charvil, Reading, RG10 9QX, on Wednesdays between 08:00 and 09:00

The Postmaster from Warborough Post Office currently operates a Mobile service in the area and is willing to extend the service to the above community. This new Mobile service will commence from Wednesday 16 November 2022 at 08:00.

Please feel free to share this information with others who may be interested to hear about the new service.

Full details of the new Mobile Post Office service are provided at the end of this letter and posters will now be displayed at The Charvil Stores.

If there are any unforeseen changes to the opening date, posters will be displayed at The Charvil Stores, 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

Graham Brander

Graham Brander
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.

New Mobile Post Office Service Details at: Charvil

Charvil Mobile Post Office

Located Outside
The Charvil Stores
36 Park View Drive South
Charvil
Reading
RG10 9QX

Services

A range of Post Office services will continue to be available.

Access

There is a step into the Mobile vehicle, however, an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop.

Opening times

Wednesday	08:00 – 09:00
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Getting there

This Mobile Post Office service will be located outside The Charvil Stores on Park View Drive South in Charvil.

Parking is available on the forecourt outside The Charvil Stores and roadside parking is also available nearby.

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.