



Dear Customer

Branch Relocation

**Chelsea Royal Hospital Post Office
Museum & Gift Shop, Royal Hospital Road, London, SW3 4SR**

We are writing to inform you that we are moving the above Post Office branch to a new location within the Chelsea Royal Hospital: Royal Chelsea Gift Shop, Soane Stable Yard, Chelsea Gate, London, SW3 4SR.

The branch will continue to operate from the same site as currently, however will be relocated approximately 200 metres away from its current position. Current hospital entrance requirements will remain the same and the branch will continue to offer the same range of Post Office products and services over longer opening hours. Full details of the service are provided at the end of this letter.

The Post Office branch is scheduled to close on Thursday 29 August 2024 at 16:30 and the new Post Office branch is scheduled to open at the location on Tuesday 03 September 2024 at 09:00. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed to let customers know.

During the transfer of the branch, customers requiring Post Office facilities may use any convenient Post Office service. Details of alternative Post Office branches in the area is provided below for your convenience:

- Sussex Street Post Office, 18 Sussex Street, London, SW1V 4RW
- Battersea Bridge Road Post Office, 72 Battersea Bridge Road, London, SW11 3AG
- Lupus Street Post Office, 121-125 Lupus Street, London, SW1V 3EW

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. 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.

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

Yours faithfully

Noah Rai

**Noah Rai
Area Change Manager**

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

New Branch Details

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Information on public transport routes and timetables can be accessed at www.tfl.gov.uk

Chelsea Royal Hospital Post Office		Distance
Royal Chelsea Gift Shop Soane Stable Yard Chelsea Gate London SW3 4SR		The new branch will be located within 200 metres of the current branch location.
New Opening times		Access
Mon - Fri	09:00 – 16:30	There will be level access and a wide door at the entrance. Internally, there would be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.
Sat & Sun	Closed	

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
- 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

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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.