



Dear Customer

Service Re-opening

Chipperfield Post Office

Previously Located at: Village Store, Simmons Garden Centre, Chapel Croft,
Chipperfield, Kings Langley, WD4 9EG

We are writing to let you know what has been happening with Chipperfield Post Office.

The Garden Centre, where the branch was located, is undergoing a redevelopment and the current site has been demolished to build new housing.

The safety of our customers is of paramount importance to us, and to allow for the construction works to take place, Chipperfield Post Office branch closed temporarily on Saturday 12 June 2021. We apologise for any inconvenience caused during this temporary closure.

Our priority is to safeguard Post Office services to the local community in Chipperfield. In the interim, to serve the local community with continued access to Post Office services we set up a temporary Post Office service on Saturday 19 June 2021, which is operating from outside, the above site.

We are pleased to inform you that the redevelopment is nearing completion, and we will be re-opening Chipperfield Post Office, and moving the branch back into a newly built convenience store at Chapel Croft, Chipperfield, Kings Langley, WD4 9EG.

So that the equipment can be moved, the current Post Office service will close from the temporary location on Tuesday 24 May 2022 at 16:30. We are sorry for any inconvenience this short period of closure may cause. We are delighted to let you know that your new Chipperfield Post Office branch will open on Saturday 28 May 2022 at 09:30.

When the new branch opens, customers will benefit from the following:

- A modern open plan branch in newly refurbished premises
- Improved access at the premises
- Same range of Post Office products and services
- Same Post Office opening hours

During the temporary closure of the service, customers requiring Post Office facilities may use any convenient Post Office service. Details of alternative Post Office branches are provided below:

- Kings Langley Post Office, 13C Hempstead Road, Kings Langley, WD4 8BJ
- Sarratt Post Office, The Green, Sarratt, Rickmansworth, WD3 6AT

Full details of the new service are provided at the end of this letter and posters will now be displayed at the temporary Chipperfield Post Office site, so customers are aware of the change.

If there are any unforeseen changes to the opening date, posters will be displayed at Chipperfield Post Office site to let customers know.

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, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. 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. An extract relating to Notification is available at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours faithfully

Graham Simmons

Graham Simmons
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.

Details of the new Post Office Service at: Chipperfield

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

Chipperfield Post Office

Chapel Croft

Chipperfield

Kings Langley

WD4 9EG

Opening times

Monday - Friday	09:30 – 16:30
Saturday	09:30 – 12:30
Sunday	Closed

Services

The same range of Post Office products and services will continue to be available.

Access

The new branch will have a wide door and level access the entrance.

Internally there will be a hearing loop and space for a wheelchair.

Getting there

This new Post Office service will be located 50 metres away from the current temporary Post Office service, within the newly built convenience store. Parking is available in the layby outside the garden centre. Further Roadside parking is 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

Comments@postoffice.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.