



Dear Customer

Christchurch Post Office®
Previously located at 3 Church Street, Christchurch, BH23 1BW

I am writing to confirm that we have restored Christchurch Post Office service at Unit 3b, Saxon Square, Christchurch, BH23 1QA on Tuesday 30 January 2018.

We received 42 individual comments from customers and local representatives during the consultation period. The main feedback was mainly in support of our plans, as the community welcomed the restoration of Post Office services to Christchurch.

I have carefully considered our original proposal, and the feedback received during the public consultation period. I am therefore confident that the new branch is suitably located and will meet the needs of our customers in the local community for the longer term.

Full details of the new service are provided at the end of this letter.

Posters will now be displayed in branch to let customers know about this decision.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 320508.




Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Details of the new service:

Christchurch Post Office

Unit 3b
Saxon Square
Christchurch
BH23 1QA

Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 17:30
Sunday	Closed

Services

The same range of services will continue to be available however excluding National Lottery.

Access and facilities

This branch has a wide door and level access at the entrance. Internally, there is a low level serving counter, a low level writing desk, a hearing loop and space for a wheelchair.

Transport/parking

The new premises is located within a pedestrianised shopping precinct. There is a Pay & Display Car Park with designated disabled parking bays with level access to the precinct, approximately 100 metres away from the new location.

Route

Approximately 300 metres away from the previous branch, along level terrain.
