



Dear Customer

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

**Public Consultation – Branch Re-opening**

I am writing to let you know that we are re-opening this service at Unit 3b, Saxon Square, Christchurch, BH23 1QA.

The branch closed temporarily in April 2016, due to circumstances beyond our control. I am therefore pleased to inform you, that a new agent has been appointed and we are re-opening Christchurch Post Office at the above location. The new premises, which is currently empty, will undergo a full refurbishment to incorporate a Cards, Stationery & Gifts Shop and Christchurch Post Office.

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

**Consulting on the changes**

In order to restore a Post Office service to our customers as quickly as possible, the new branch will open during consultation on Tuesday 30 January 2018. However we would still like your views on the service offer at the new location. We are now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the new location, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues which you believe could be affected by or affect the change?
- Is there anything we could do to make the move easier for our customers?

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch.

Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

You can share your views on the move through our easy and convenient new online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 320580

[postofficeviews.co.uk](http://postofficeviews.co.uk)

## Dates for the local public consultation:

Local Public Consultation starts	10 January 2018
Local Public Consultation ends	21 February 2018
Date of change	30 January 2018

We're planning to establish the new service on Tuesday 30 January 2018. However this does not affect the period of public consultation which is ongoing until 21 February 2018.

We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

At the end of the consultation we'll put a poster in the new branch to let you know our final plans.

Thank you for considering our proposal.

Yours faithfully

*Sarah Cottrell*

**Sarah Cottrell**  
**Network Operations Area Manager**

## How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use  
and no further address details are required.**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**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.**

<b>Christchurch Post Office information sheet</b>				
<b>Proposed new Post Office location (subject to local public consultation)</b>				
<b>Address</b>	Unit 3b Saxon Square Christchurch BH23 1QA			
<b>Post Office Opening hours</b>		Mon	09:00 - 17:30	
		Tue	09:00 - 17:30	
		Wed	09:00 - 17:30	
		Thu	09:00 - 17:30	
		Fri	09:00 - 17:30	
		Sat	09:00 - 17:30	
		Sun	Closed	
<b>Distance</b>	Approximately 300 metres away from the previous branch, along level terrain.			
<b>Products &amp; Services</b>	The same range of services will continue to be available however excluding National Lottery.			
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> This branch will have a wide door and level access at the entrance. Internally, there will be a low level serving counter, a low level writing desk, a hearing loop and space for a wheelchair.</p> <p><b>Transport/parking</b> The new premises is located within a pedestrianised shopping precinct. There is a Pay &amp; Display Car Park approximately 100 metres away from the new location, with designated disabled parking bays and level access to the precinct.</p>			
<b>Local Public Consultation starts</b>	10 January 2018			
<b>Local Public Consultation ends</b>	21 February 2018			
<b>Date of change</b>	30 January 2018			

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)