



Dear Customer,

## **Local public consultation - Have your say**

**Dorking Post Office  
175 High Street, Dorking, RH4 1SA**

We are proposing to move the above Post Office branch to a new location: 268 High Street, Dorking, RH4 1QT, where it would continue to operate as one of our main style branches, subject to consultation.

### **Why are we proposing this move?**

This branch is currently operated under a short-term contract, we are therefore proposing to move this branch to an alternative location with a permanent new postmaster, which would be a more sustainable solution.

The proposed new premises is currently empty and would undergo a full refurbishment to incorporate a card and stationery shop along with Dorking Post Office. Our priority is to safeguard our services in the locality in the longer term and the relocation of Dorking Post Office would enable us to maintain a Post Office service to our customers within the local community.

### **We'd like your help**

We're now starting a period of local public consultation and your feedback is important to us as it will help to inform our decision. For more details of the proposed services and accessibility, please see the branch information summary later in this consultation document.

### **What exactly are we consulting on?**

We'd welcome your comments on the following areas:

- **How easy is it to get to the proposed new location?**
- **Are the new premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the proposed change?**
- **If the move were to proceed, is there anything we could do to make it easier for customers?**

Please note the proposed change of management of the branch is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	<b>Friday 03 May 2024</b>
Local Public Consultation ends	<b>Friday 14 June 2024</b>
Proposed month of change	<b>June/July 2024</b>

You can share your views on the proposed change through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **006940**

## How to share your views:

### Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

Want to tell us what you think right here and now?  
**Scan here.**

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



## Good to know

- Customers would access Post Office services in a modern environment alongside the operator's retail.
- Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It would be in a dedicated area of the store with two screened and one open-plan position.
- We'd also add a low-screened, modern Post Office till at the retail counter offering most Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with this style of branch is high.
- All staff employed to work in the proposed branch would be trained to the highest standards with on-going training on products and services, as well as operational and service related matters.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to consultation is available at the end of this letter.

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 the changes we are proposing to Dorking Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Your faithfully

*Jason Collins*

**Jason Collins**  
**Network Provision Manager**  
**Post Office Limited**

## Dorking Post Office Information Summary

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Current Location	Proposed New Location
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175 High Street  
Dorking  
RH4 1SA

268 High Street  
Dorking  
RH4 1QT

### Current opening hours

Mon - Fri	09:00 – 17:30
Sat	09:00 – 12:30
Sun	Closed

### Proposed opening hours

Mon – Sat	09:00 - 17:30
Sun	Closed

There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

### Products & Services

The same range of products and services will still be available.

### Serving positions

There would be four serving positions in total: two screened, one open plan and a Post Office serving point at the retail counter.

The total number of serving positions has been based on current and future predicted business levels.

### Access

The proposed premises would have a wide door and level access 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.

### Getting there

The proposed premises would be located approximately 150 metres away from the current branch, along mostly level terrain.

High Street Pay and Display carpark is located within 120 metres of the proposed location with dedicated disabled parking bays.

There are local buses serving the surrounding area.

### Retail

Cards and Stationery.

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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](https://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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>5</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>6</sup> local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies, and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

**These Principles have been agreed with Citizens Advice, Consumer 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, Consumer 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](https://postofficeviews.co.uk)

[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

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<sup>5</sup> 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.

<sup>6</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.