



Dear Customer,

Fairmile Road Drop & Collect
Town Common News, 2 St Catherines Parade, Fairmile Road, Christchurch, BH23 2LQ

We are writing to advise you that, due to unforeseen circumstances, the above branch closed on Thursday 12 December 2024. Please accept my apologies for the late notification on this occasion.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services from the nearby branches at Town Common Post Office, 1 Marlow Drive, St Catherines Hill, Christchurch, BH23 2RR and Christchurch Post Office, 3B Saxon Square, Christchurch, BH23 1QA. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We will write to you again if we have any updates about this service provision in your area.

Yours sincerely,

Natalie Liff

Natalie Liff
Propositions Manager
Network Propositions

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**

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.

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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.