



Faversham Post Office®

We recently asked your views regarding access in relation to our plans to franchise Faversham Post Office and we received 61 responses. To make the change the branch will need to close at 16:00 on Wednesday 23 October 2019 and reopen at 09:00 on Thursday 24 October 2019. The branch will remain at its existing location.

Thank you to everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in finalising our plans.

After careful consideration of the feedback received, we are confident that the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in Faversham.

A summary of the key issues raised and our response to each key issue is enclosed overleaf.

Further information is available in branch and on our website postofficeviews.co.uk



Response to key points raised

Key points raised:

- Availability of space within the branch
- Use of Self Service Kiosks
- Staff

Response to key points:

We will be working with the new operator to ensure that there are sufficiently wide, clear aisles and there is adequate space for Post Office customers, including wheelchair and buggy users, so they can easily access the Post Office area.

Our new operator will ensure staff will be on hand to help you with the Self Service Kiosks.

In respect of the team working at the current branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

All staff who work in the branch would be trained to the highest standards with on-going training on products and services, as well as operational and service related matters.

Access to alternative Post Office services:

During this period of temporary closure customers requiring Post Office services may use any convenient Post Office branch. Details of nearby alternative branches are shown below:

Lower Road Post Office, 114 Lower Road, Faversham, ME13 7NN

Norton Cross Post Office, London Road, Teynham, Sittingbourne, ME9 9JY

Boughton Post Office, 49 The Street, Boughton-under-Blean, Faversham, ME13 9BA

Sittingbourne Post Office, Central Avenue, Sittingbourne, ME10 4AA