



Dear Customer

At Post Office we are continually looking to refresh our network and I'm therefore pleased to let you know that we are trialling a new type of Post Office service in your area at Raj Food and Wine, 15 Wilton Parade, Feltham, TW13 4BU.

So that we could provide services to our customers quickly, the branch is already open and is serving customers Monday to Saturday 09:00 to 21:00 and Sunday 10:00 to 21:00. I do apologise for the late notice on this occasion.

The new style branch will offer Post Office services from a low-screened, open-plan Post Office counter and will bring convenient access to mail and bill-payment services for customers.

Consumer demand and shopping habits are changing rapidly and at Post Office we must respond by providing convenient access to our services. As more people shop online, the need for improved access to mail services has become increasingly important and we want to make it quick and easy for our customers to drop off and collect their mail. Therefore, for ease of operation, personal and business banking services will not be available as part of this trial. Customers will still be able to pay for services using the usual methods of payment including cash and debit/credit cards. Details of the opening hours and the products and services available are provided overleaf.

Personal and business banking services are available from these nearby branches:

- Spring Corner Post Office, 9 Parkfield Parade, High Street, Feltham, TW13 4HJ
- The Mount Post Office, 2 Market Parade, Hampton Road West, Feltham, TW13 6AJ

The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

During the trial of the new style branch we will monitor usage, suitability and any local feedback on the new service. If there is a need to change the service, posters will be displayed locally to let customers know.

Looking after a nationwide network of Post Office services, we have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. Any service must be commercially sustainable for Post Office Ltd and our postmasters who operate them, especially during these unprecedented times with the far-reaching effects of the Covid 19 pandemic.

Please feel free to share this information with others who may be interested to hear about the new service. If there are any unforeseen changes which mean these dates change, posters will be displayed in store to let customers know.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

Antoinette Chitty

Antoinette Chitty
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Post Office opening times & services available			
Mon - Fri	10:00	-	16:00
Sat	09:00	-	21:00
Sun	10:00	-	21:00
Mail			
First & Second Class mail			
Stamps, stamp books (1st class 6 & 12 only, 2nd class 12 only)			
Signed For			
Special Delivery			
International mail up to 2kg			
Parcel collect and return			
Travel			
Pre-order online travel money collection only			
Other			
Bill payments			
Postal Orders			
National Lottery Terminal			
Gift Cards			
Services that are not available at this branch			
Personal and business banking services are not available			
Cheques are not accepted as a method of payment			
For information about product availability call 03457 22 33 44.			

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

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
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- 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-week⁵ 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, Citizens Advice 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, Citizens Advice 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
comments@postoffice.co.uk
FREEPOST Your Comments
Call: 03452 66 01 15
Textphone: 03457 22 33 55

¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

⁴ 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.

⁵ 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.