



Dear Customer

Branch Temporary Closure

**Fontmell Magna Post Office
Church Street, Fontmell Magna, Shaftesbury, SP7 0NY**

We are writing to inform you that, regrettably, following the resignation of the postmaster, the above branch will be closing temporarily on Thursday 31 August 2023 at 17:30.

We are pleased to inform you that we have appointed a new postmaster who will operate the Post Office from the above same premises and the new Post Office branch will open on Monday 2 October 2023 at 13:00. Customers will continue to access the same Post Office products and services and the same opening hours. Full details of the new service are provided at the end of this letter.

If there are any unforeseen changes to the opening date, posters will be displayed in branch to let customers know.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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 will display posters in the branch to inform customers.

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 what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use Post Office services. Details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Thank you for your patience and support.

Yours faithfully

Antoinette Chitty

**Antoinette Chitty
Network Provision Lead**

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.

Details of the New Service Post Office Service at: Fontmell Magna

Fontmell Magna Post Office

Church Street
Fontmell Magna
Shaftesbury
SP7 0NY

Services

The same range of Post Office products and services will be continue to be available.

Opening times

Monday to Friday	09:00 - 12:00 13:00 - 17:30
Saturday	09:00 - 13:00
Sunday	09:00 - 11:00

Access

The branch will have a wide door and access will be via a step at the entrance.

Internally there will be a hearing loop.

Getting there

This new Post Office service will be located at the same premises on Church Street in Fontmell Magna. Roadside parking will be available nearby.

Alternative branches

**Some branches may need to make changes to their opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder**

During this temporary closure customers may use any Post Office branch details of alternative branches are shown below:

Iwerne Minster Post Office

Iwerne Minster
Blandford Forum
DT11 8LW

Services

Offers similar services, with the addition of On Demand Travel Insurance.

Opening times

Monday to Friday	09:00 – 13:00
Saturday	09:00 – 12:00
Sunday	Closed

Access

This branch has a wide door and access is via steps at the entrance.

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 1.9 miles away from Fontmell Magna branch, along varied terrain. Roadside parking is available nearby. There is a limited bus service available between Fontmell Magna branch and this Post Office service. The nearest bus stop is approximately 85 metres away.

Shaftesbury Post Office

Coppice Street
Shaftesbury
SP7 8PE

Services

Offers similar services, with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, and On Demand Travel Insurance.

Opening times

Monday & Tuesday	08:30 – 17:30
Wednesday Thursday Friday	09:00 – 17:30
Saturday	09:00 – 13:30
Sunday	Closed

Access

This branch has a wide door and access is via ramps or steps with handrails at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 4.1 miles away from Fontmell Magna branch, along varied terrain. Time restricted roadside parking is available nearby with designated disabled bays. There is a limited bus service available between Fontmell Magna branch and this Post Office service. The nearest bus stop is approximately 210 metres away.

Child Okeford Post Office

The Cross
Child Okeford
Blandford Forum
DT11 8ED

Services

Offers similar services, with the addition of Vehicle Tax, and National Lottery.

Opening times

Monday to Friday	08:30 – 17:00
Saturday	08:30 – 13:00
Sunday	Closed

Access

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 4.1 miles away from Fontmell Magna branch, along varied terrain. Roadside parking is available outside the branch and nearby. There are local buses serving in the surrounding area.

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
- 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.

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

Comments@postoffice.co.uk

FREEPOST Your Comments

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Textphone: 03457 22 33 55

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

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.

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.