



Dear Customer

**Forest Row Post Office®**  
**1 – 4 Newlands Place, Hartfield Road, Forest Row, RH18 5DQ**

**Public Consultation – Branch Relocation**

We are writing to let you know that we are proposing to move this branch opposite to Co-operative Group, 19 Hartfield Road, Forest Row, RH18 5DN which is currently empty.

Co-operative Group have identified an opportunity to purchase the opposite premises and plans to move the Post Office branch into these premises.

Full details of the proposed new service are provided at the end of this letter.

**Consulting on the proposed change**

We're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Before we finalise our plans, we would really like to hear your views on this proposal particularly on the following areas:

- How easy it is to get to the new location?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- If the move were to proceed is there anything we could do to make it easier for customers?

If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new service. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by entering branch name, postcode or the unique branch code **078912**

[postofficeviews.co.uk](http://postofficeviews.co.uk)

**Dates for the local public consultation:**

Local Public Consultation starts	11 April 2018
Local Public Consultation ends	23 May 2018
Proposed month of change	July/August 2018

We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

At the end of the consultation we'll let you know our final plans by displaying a poster in the branch.

Thank you for considering our proposal.

Yours faithfully

*Mike Ball*

**Mike Ball**  
**Multiples Account Executive**

**How to contact us:**

postofficeviews.co.uk

comments@postoffice.co.uk

Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your envelope for your letter to reach us**

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.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

<b>Forest Row Post Office information sheet</b>															
<b>Proposed new Post Office location (subject to local public consultation)</b>															
<b>Address</b>	Co-operative Group 19 Hartfield Road Forest Row RH18 5DN														
<b>Post Office Opening hours</b>	<table border="1"><tr><td>Mon</td><td>09:00 - 17:30</td></tr><tr><td>Tue</td><td>09:00 - 17:30</td></tr><tr><td>Wed</td><td>09:00 - 17:30</td></tr><tr><td>Thu</td><td>09:00 - 17:30</td></tr><tr><td>Fri</td><td>09:00 - 17:30</td></tr><tr><td>Sat</td><td>09:00 - 17:30</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
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Sun	Closed														
<b>Distance</b>	Opposite the current branch.														
<b>Products &amp; Services</b>	The same range of services will continue to be available.														
<b>Accessibility</b>	<p><b>Access and facilities</b> Currently there is a step at the entrance to the proposed premises, however this would be made level. Internally, there would be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p><b>Parking</b> There is a free car park with 2 designated disabled bays within 30 metres of the proposed premises.</p>														
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**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.**

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)

