



Dear Customer

**Whippingham Post Office**  
**Whippingham Community Hall, Alverstone Road, Whippingham, East Cowes, PO32 6NZ**

As you may be aware, the above Post Office closed last year due to unforeseen circumstances.

Since then we have been working with the current postmaster with the aim to resume the Outreach Service at Whippingham as soon as possible.

Unfortunately, at the time of writing, we have been unable to finalise this arrangement. I'm writing to you and other local representatives to advise you that as there have been no firm arrangements to re-establish a service, this branch will remain closed for now.

We are committed to the provision of a Post Office service to our customers in the local area and we will continue to work hard to restore services in the area as soon as possible.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We regret that we have been unable to restore a service locally and have provided details at the end of this letter of possible alternative branches in the area, which we hope our customers will continue to use. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

Yours faithfully

*Graham Brander*

**Graham Brander**  
**Network Provision Lead**

How to contact us:  
[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
FREEPOST Your Comments  
[postofficeviews.co.uk](http://postofficeviews.co.uk)

**Alternative access to Post Office services:**

- **York Avenue Post Office**, York Avenue, East Cowes, PO32 6JT
- **East Cowes Post Office**, 9 Well Road, East Cowes, PO32 6SP

**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](https://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 closure<sup>1</sup> / 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, 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**

<sup>1</sup> 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.