



Dear Customer

Cancellation of the branch relocation

**Gravesend Post Office
WHSmith, 37 Kempthorne Street, St Georges Centre, Gravesend, DA11 0TA**

I'm writing further to my recent letter regarding our plans to relocate Gravesend Post Office to 34 Kempthorne Street, St Georges Centre, Gravesend, DA11 0TA.

I am now writing to let you know that, we will not be able to progress with the relocation of this branch due to circumstances beyond our control. We are continuing to work hard to find a new location for this Post Office service. We would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy is currently being advertised on our website www.runapostoffice.co.uk and applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

The WHSmith store will be withdrawing the current Gravesend Post Office service from their site on Tuesday 1 March 2022 at 17:30, due to the imminent closure of the shop. I would like to assure you that we are working hard to keep the period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community.

We may carry out a further local public consultation on another location in the near future. In line with our Principles of Community Engagement, any new location proposal would be subject to a further 6-week period of local public consultation.

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 will display posters in the branch to inform customers.

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 and details of alternative Post Office branches in the area are shown at the end of this letter. Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We will write to you again once we have any news about our plans for future service provision.

Yours faithfully

Jason Collins

**Jason Collins
Network Provision Manager
Post Office Limited**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Alternative branches

During the Coronavirus pandemic 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

Thames Way Post Office

Imperial Retail Park

Thames Way

Gravesend

DA11 0DQ

Services

The same range of services will continue to be available.

Access

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

Opening times

Monday, Tuesday, Thursday, Friday Saturday	08:30 - 18:00
Wednesday	08:30 - 17:30
Sunday	10:00 - 16:00

Getting there

This Post Office service is located approximately 0.9 miles away from Gravesend branch, along varied terrain. There is a customer car park directly outside the Asda. There are local buses serving the surrounding area.

Old Road West Post Office

178 Old Road West

Gravesend

DA11 0LZ

Services

The same range of services will continue to be available, however excluding a comprehensive range of Travel Money and Passport Check & Send.

Access

This branch has a wide door and step at the entrance.

Opening times

Monday - Friday	09:00 - 17:30
Saturday	09:00 - 12:30
Sunday	Closed

Getting there

This Post Office service is located approximately 0.9 miles away from Gravesend branch, along varied terrain. Roadside parking is available nearby. There is a regular bus service available between Gravesend branch and this Post Office service. The nearest bus stop is approximately 50 metres away.

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

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, 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

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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.