



Dear Customer

**Great Dover Street Post Office®
McColls Retail Group, 159a Great Dover Street, London, SE1 4GZ**

Branch Temporary Closure

I am writing to inform you that, regrettably, following the resignation of the Postmaster the above branch will be closing temporarily on Sunday 10 December 2017 at 23:00.

The provision of a Post Office service to our customers in the local community is important to us, and we will continue to work hard to restore services in the area as soon as possible. We would welcome any applications from potential retail partners interested in running Great Dover Street Post Office on our behalf. If you know anyone who is interested please give them our Agency Recruitment team contact telephone number: 0845 601 6260. My colleagues in this team will be pleased to provide the specific details about the vacancy at Great Dover Street.

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 below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code at the end of this letter. Other people in your organisation may have an interest in this issue so please let them know about it.

I would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

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

Yours faithfully

Baldev Kahlon


**Baldev Kahlon
Network Operations Manager**

How to contact us:

 comments@postoffice.co.uk



Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55

 **FREEPOST Your Comments**
Please note this is the full address to use and no further address details are required.



www.postofficeviews.co.uk

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available on our website at: www.postofficeviews.co.uk.

If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Alternative branches:

Southwark Post Office®
136 Southwark Bridge Road
London
SE1 0DG

Services

The same range of services will continue to be available with the addition of Comprehensive range of Travel Money, Car Tax and Passport Check & Send.

Access and facilities

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

Opening times

Monday	08:30-17:30
Tuesday	09:00-17:30
Wednesday	08:30-17:30
Thursday	08:30-17:30
Friday	08:30-17:30
Saturday	09:00-17:30
Sunday	Closed

Transport/parking

Pay and display parking is available on Great Suffolk Street and Scovell Road. There is no direct bus service available between Great Dover Street branch and this Post Office service, however there are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.6 miles away from Great Dover Street branch, along varied terrain.

Old Kent Road Post Office
240 Old Kent Road
London
SE1 5UB

Services

The same range of services will continue to be available with the addition of an external Cash Machine.

Access and facilities

This branch has a wide door and level access at the entrance and internally there is a ramp.

Opening times

Monday	09:00-17:30
Tuesday	09:00-17:30
Wednesday	09:00-17:30
Thursday	09:00-17:30
Friday	09:00-17:30
Saturday	08:30-14:00
Sunday	Closed

Transport/parking

This is a red route area and limited parking is available nearby. There is a frequent bus service available between Great Dover Street branch and this Post Office service. The nearest bus stop is 145 metres away.

Route

This Post Office service is located approximately 0.7 miles away from Great Dover Street branch, along varied terrain.