



Dear Customer,

**Branch Closure for Refurbishment**

**Great Massingham Post Office  
14 Station Road, Great Massingham, Kings Lynn, PE32 2HY**

We are writing to inform you that due to extensive building work at the above location, the branch will need to close.

The safety of our customers is of paramount importance to us, therefore, to allow for the building work to take place, it will be necessary for the service to close on Tuesday 15 October 2024 at 13:00. It is envisaged that the work will take approximately four weeks to complete, following which the service will re-open on Thursday 14 November 2024 at 08:00.

During this period of closure, a temporary service will be operating from Station Road, opposite the Church, Great Massingham, PE32 2HY, will commence from Tuesday 15 October 2024 till the branch has reopened. Also, Burnham Deepdale Mobile service operating from opposite Brancaster Staithe & Deepdale Village Hall, Dalegate, Burnham Deepdale, Kings Lynn, PE31 8FB, will be closing during the refurbishment work and will reopen on Thursday 14 November 2024 at 16:00.

The branches listed overleaf will be happy to provide customers with Post Office services during this period and this information will be made available locally. Should the dates change, posters will be displayed in branch to let customers know.

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 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.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Notification is available at the end of this letter.

Yours faithfully,

*Sally Ingold*

**Sally Ingold  
Area Change Manager**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

### **Alternative branches for Great Massingham**

**There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

Great Massingham Mobile Service		Services
Station Road Opposite the Church Great Massingham PE32 2HY		Offers similar services, however excluding Euro Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon, Wed & Fri	08:00 – 17:30	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Sat	08:00 – 12:30	
Opening times commencing from 15/10/2024 – 14/11/2024		
Getting there		
This service is approximately 72 metres from Great Massingham Post Office branch, along varied terrain. Parking is available close to where the Mobile van will be parked.		

Grimston Post Office		Services
1 Massingham Road Grimston Kings Lynn PE32 1BD		Offers similar services, with the addition of Dollar Travel Money however excluding On Demand Travel Insurance.
Opening times		Access
Mon - Sat	06:30 – 19:30	This branch has a small step at the entrance to the premises.
Sun	07:30 – 13:00	
Getting there		
This branch is approximately 5.2 miles from Great Massingham Post Office branch, along varied terrain. Parking is available outside the branch.		

## Alternative branches for Burnham Deepdale Mobile Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

Brancaster Post Office		Services
Main Road Brancaster Kings Lynn PE31 8AA		Offers the same services.
Opening times		Access
Mon - Sat	09:00 – 17:00	This branch has a small step at the entrance to the premises.
Sun	Closed	
Getting there		
This branch is approximately 1.4 miles from Burnham Deepdale Mobile service, along varied terrain. Parking is available outside the branch. There are buses serving the surrounding area.		

Burnham Market Post Office		Services
The Green Burnham Market Kings Lynn PE31 8HD		Offers similar services, with the addition of Vehicle Tax and Euro Travel Money.
Opening times		Access
Mon - Fri	09:00 – 13:00	This branch has wide door and a step at the entrance to the premises.
Sat & Sun	Closed	
Getting there		
This service is approximately 3 miles from Burnham Deepdale Mobile service, along varied terrain. Parking is available nearby. There are buses serving the surrounding area.		

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
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

***These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.***

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.