



Dear Customer

**Grove Park Post Office®  
317 Baring Road, Grove Park, London, SE12 0DZ.**

**Change to Onsite Local Plus**

I am writing to update you on our previous communication informing you that we're changing the above Post Office to one of our Local style branches.

As a result of the building work required, the branch closed temporarily on Monday 15 March 2021 at 17:30 in the interest of the safety of our customers.

Unfortunately, due to the extensive work required, our plans to open has now been delayed.

The new branch is now due to open on Thursday 9 September 2021 at 13:00.

Customers will then access Post Office services at a low-screened, open-plan, modern serving point that is part of the retail counter. The branch will be open for longer: Mon –Saturday 08:00-18:00.

Your new branch will offer most Post Office products and services, however excluding Comprehensive Travel Money, which will be available at the alternative branches listed overleaf.

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

It would be helpful if you could share this information 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 temporary closure may cause. We hope that our customers will continue to use the Post Office and 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, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. A copy is available at the end of this letter.

Yours faithfully

*Mohammed Islam*

**Mohammed Islam**  
**Network Provision Manager**

How to contact us:

comments@postoffice.co.uk  
postofficeviews.co.uk  
FREEPOST Your Comments

**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](http://www.postoffice.co.uk/branch-finder)**

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### **Downham Way Post Office**

410 Downham Way,  
Bromley,  
BR1 5HR

#### **Services**

The same range of services will continue to be available with the addition of passport check & send, a comprehensive range of travel money.

#### **Access**

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

#### **Opening times**

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

#### **Getting there**

This Post Office service is located approximately 135 metres away from Grove Park branch, along varied terrain. There are timed parking bays outside of the branch. There is a frequent bus service available between Grove Park branch and this Post Office service.

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## Mottingham Post Office

277 Court Road  
Mottingham  
London  
SE9 4TH

### Services

The same range of services will continue to be available with the addition of passport check & send, a comprehensive range of travel money.

### Access

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

### Opening times

Monday	05:00 – 18:00
Tuesday	05:00 – 18:00
Wednesday	05:00 – 18:00
Thursday	05:00 – 18:00
Friday	05:00 – 18:00
Saturday	06:30 – 16:00
Sunday	06:30 – 15:00

### Getting there

This Post Office service is located approximately 20 metres away from Grove Park branch, along varied terrain.

There are timed parking bays outside of the branch. There is a frequent bus service available between Grove Park branch and this Post Office service.

## 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](mailto: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.