



Dear Customer

Hatfield Heath Post Office®
The Heath, Hatfield Heath, Bishops Stortford, CM22 7EB

Branch Temporary Closure

I am writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use the above branch will be closing temporarily on Tuesday 10 July 2018.

I would like to assure you that we are working hard to keep any 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. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

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. If others in your organisation are interested in the proposal, please feel free to 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

Tony Bayley

Tony Bayley
Area Network Change Manager

How to contact us:

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

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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:

Sheering Post Office

The Street
Sheering
Bishops Stortford
CM22 7LR

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	09:00 – 13:00
Sunday	Closed

Services

The same range of services will continue to be available with the addition National Lottery and On Demand Travel Insurance.

Access and facilities

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

Transport/parking

There is a car park available at the branch. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1.1 miles away from Hatfield Heath branch, along varied terrain.

Hatfield Broad Oak Post Office

High Street
Hatfield Broad Oak
Bishops Stortford
CM22 7HF

Opening times

Monday	09:00 – 15:00
Tuesday	09:00 – 15:00
Wednesday	09:00 – 15:00
Thursday	09:00 – 15:00
Friday	09:00 – 15:00
Saturday	Closed
Sunday	Closed

Services

The same range of services will continue to be available with the addition National Lottery.

Access and facilities

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

Transport/parking

Roadside parking is available nearby. There is a regular bus service available between Hatfield Heath branch and this Post Office service. The nearest bus stop is within 15 metres.

Route

This Post Office service is located approximately 2.0 miles away from Hatfield Heath branch, along varied terrain.

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.