



Dear Customer,

Branch Refurbishment Closure

**Herne Bay Post Office
160 Mortimer Street, Herne Bay, CT6 5DU**

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 Saturday 31 August 2024 at 12:30.

It is envisaged that the work will take approximately six weeks to complete, following which the service is scheduled to re-open on Friday 11 October 2024 at 09:00, however should the dates change, posters will be displayed in branch to let customers know.

We apologise for the inconvenience the closure may cause. The branches listed overleaf will be happy to provide customers with Post Office services during this period and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

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.

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 advocacy bodies. An extract relating to Notification is available at the end of this letter.

Yours faithfully,

Daniel Rooney

**Daniel Rooney
Partner Accounts Manager**

How to contact us:

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

Alternative branches

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

Sea Street Post Office	Services
111 Sea Street Herne Bay CT6 8QX	Offers the same services.

Opening times	Access
Mon - Fri 09:00 – 13:45 14:45 – 17:30	This branch has a wide door and level access at the entrance.
Sat 09:00 – 12:30	
Sun Closed	

Getting there
This branch is approximately 1.1 miles from Herne Bay Post Office branch, along varied terrain. Time restricted parking is available nearby.

Beltinge Post Office	Services
150 Reculver Road Herne Bay CT6 6PL	Offers similar services, however excluding a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

Opening times	Access
Mon - Sat 08:00 – 20:00	This branch has a wide, automatic doors and level access at the entrance.
Sun 09:00 – 17:00	

Getting there
This branch is approximately 1.2 miles from Herne Bay Post Office branch, along varied terrain. Time restricted parking is available outside the branch.

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
- Unplanned closure¹/ 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

FREEPOST Your Comments

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Textphone: 03457 22 33 55

¹Where 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.