



Dear Customer

Branch Temporary Closure

**Hillview Post Office
Wareham Road, Corfe Mullen, Wimborne, BH21 3LN**

We are writing to update you on our recent communication about the building and refurbishment works at the above location. The branch and store closed temporarily Wednesday 13 September 2023.

Due to delays in the completion of the refurbishment works, the branch will not open on Thursday 2 November 2023, as previously advised. The Post Office service is now scheduled to re-open on Thursday 23 November 2023 at 13:00. We would like to apologise for the inconvenience caused by delay and the temporary closure.

In the interim customers may continue to use any Post Office branch for everyday Post Office products and services. 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.

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, Citizens Advice 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.

We would like to thank you for your patience at this time.

Yours faithfully

Antoinette Chitty

**Antoinette Chitty
Network Provision Lead**

How to contact us:

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

**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.**

Alternative branches

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

Corfe Mullen Outreach Post Office

Corfe Mullen Village Hall
Towers Way
Corfe Mullen
Wimborne
BH21 3UA

Opening times

Monday	09:00 – 11:00
Wednesday	09:00 – 11:00

Services

Offers Vehicle Tax and On Demand Travel Insurance, however, excluding Euros and Dollars On Demand Travel Money.

Access

The Corfe Mullen Village Hall has wide doors with grab rails and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Outreach Post Office service is located approximately 0.9 miles away from Hillview branch, along varied terrain. There is a dedicated customer car park with designated disabled bays outside the Corfe Mullen Village Hall. There is a regular bus service available between Hillview branch and this Post Office service. The nearest bus stop is approximately 110 metres away.

Broadstone Post Office

6 Dunyeats Road
Broadstone
BH18 8AG

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Services

Offers a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance, and National Lottery.

Access

This branch has wide automatic doors and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 1.4 miles away from Hillview branch, along varied terrain. Time restricted roadside parking is available along Lower Blandford Road, with designated disabled bays. There is a regular bus service available between Hillview branch and this Post Office service. The nearest bus stop is approximately 200 metres away.

Creekmoor Post Office

69 Creekmoor Lane
Poole
BH17 7BW

Opening times

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Services

Offers Vehicle Tax, and Euros On Demand Travel Money.

Access

This branch has wide automatic doors and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 2.1 miles away from Hillview branch, along varied terrain. Roadside parking is available nearby. There is a regular bus service available between Hillview branch and this Post Office service. The nearest bus stop is approximately 80 metres away.

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
- Temporary closure¹ / 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, Consumer 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, Consumer 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ 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.