



Dear Customer

**Killyleagh Post Office**  
**4 Downpatrick Road, Killyleagh, Downpatrick, BT30 9RG**

I'm writing further to my previous letter regarding the delay of planned extensive refurbishment for the above branch.

Unfortunately, due to unforeseen circumstances, the branch refurbishment has been further delayed, therefore branch is now scheduled to close temporarily on Wednesday 27 July 2022 at 20:00.

It is envisaged that the work will take approximately 8 months to complete. When the exact reopening date will be confirmed, posters will be displayed in the local area to let the customers know.

Our retail partner understands the importance of the Post Office service to the local community and will be working to maintain services to our customers, while building works are carried out. Subject to health and safety requirements, a temporary service will be provided from Friday 29 July 2022 at 09:00 and will operate from Spar, 4-6 Catherine Street, Killyleagh, Downpatrick, BT30 9QQ.

Full details of the new temporary service are provided at the end of this letter.

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 apologise for the inconvenience the temporary closure may cause and hope that our customers will use the temporary service provided during this period.

If you have any questions about the Killyleagh Post Office, please contact the National Consultation Team, as detailed 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".

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

Thank you for your support in maintaining a Post Office service.

Yours sincerely

*Mike Ball*

**Mike Ball**  
**Partner Account Manager**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://postofficeviews.co.uk)

**FREEPOST Your Comments**

### Temporary Replacement Service Details:

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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#### Killyleagh Post Office

Spar  
4-6 Catherine Street  
Killyleagh  
Downpatrick  
BT30 9QQ

#### Services

The same range of services will continue to be available.

#### Access

The store has a wide door and level access at the entrance.

#### Opening times

Monday – Sunday	08:00 – 20:00
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#### Getting there

The temporary Post Office service will be located approximately 130 metres away from Killyleagh branch, along varied terrain. Roadside parking is available directly outside the Spar.

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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
- 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.