



Dear Customer

Branch Unplanned Closure

**Knaresborough Post Office
49 High Street, Knaresborough, Harrogate, HG5 0HB**

We are writing to update you on our letter dated Monday 10 June 2024 on our consultation proposal to move Knaresborough Post Office to the new premises located at: 34 High Street, Knaresborough, Harrogate, HG5 0EQ.

Regrettably, due to unforeseen circumstances the branch closed on Thursday 6 June 2024. Please accept my apologies for the late notification on this occasion. Whilst we have already started to review consultation feedback, this closure does not affect the local public consultation period, which is ongoing until Monday 29 July 2024 and we would still like your views on access to, into and inside the new location.

Post Office Ltd understand the important role the branch has in the local community and subject to consultation, we will work closely with the postmaster, to minimise the loss of Post Office services to our customers in Knaresborough.

We will display posters at the branch to inform customers.

We apologise for any inconvenience this unplanned closure may cause locally. We hope that our customers will continue to use Post Office services. During the unplanned closure of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches in the area are shown below for your convenience. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Yours faithfully

Kenny Lamont

**Kenny Lamont
Network Provision Lead**

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 can be found on our website

www.postoffice.co.uk/branch-finder

Starbeck Post Office

51 High Street
Starbeck
Harrogate
HG2 7LQ

Services

Offers similar services, however excluding Passport Check & Send.

Access

This branch has a wide door with a threshold strip at the entrance.

Opening times

Monday – Friday	09:30 – 17:30
Saturday	09:00 – 13:15
Sunday	Closed

Getting there

Approximately 1.6 miles away from Knaresborough branch, along varied terrain. Time restricted roadside parking is available with a designated disabled bay. There is a regular bus service available between Knaresborough branch and this Post Office service. The nearest bus stop is approximately 90 metres away.

Goldsborough Post Office

Yew Tree Cottage
Station Road
Goldsborough
Knaresborough
HG5 8NT

Services

Offers similar services, however excluding On Demand Travel Money, Vehicle Tax, Passport Check & Send and On Demand Travel Insurance.

Access

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

Opening times

Monday, Tuesday, Thursday	09:00 – 13:00
Wednesday, Friday, Saturday, Sunday	Closed

Getting there

Approximately 2.3 miles away from Knaresborough Branch, along varied terrain. Roadside parking is available nearby. There are no direct bus services available between Knaresborough and this Post Office.

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 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
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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.

