



Dear Customer

Matfield Post Office®
Previously located at: Star Inn, Maidstone Road,
Matfield, Tonbridge, TN12 7JR

Following the re-opening of the above hosted Outreach Post Office service at Matfield Village Hall, Maidstone Road, Matfield, Tonbridge, TN12 7LW, we carried out a period of local public consultation. I am now writing to let you know the feedback we received during this period. The new Hosted Outreach service commenced on Wednesday 17 January 2018 and operates on Mondays, Wednesdays and Fridays between 09:00 and 13:00.

We received 8 individual responses from customers during the local public consultation period. The feedback welcomed the restoration of the service but also commented on the suitability of the location for within the Village Hall.

The Postmaster from Watlington Post Office is providing this Hosted Outreach service from the Village Hall. We do understand that for some customers the new location may be less convenient. However, we do consider that the re-opening of this service in the Village Hall will allow us to maintain a Post Office service to the community for the longer term. Additionally, we will continue to review and monitor service on an on-going basis.

I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the Hosted Outreach service meets the needs of our customers in the local community.

Posters are now being displayed at the Village Hall to let customers know about this decision.

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




This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

Thank you for considering our proposal.

Yours faithfully

Michael Brennan
Network Operations Area Manager

How to contact us:

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

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.

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 in branch, or by contacting us or 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.

Details of the new service:

Matfield Post Office information sheet							
Address	Matfield Village Hall Maidstone Road Matfield Tonbridge TN12 7LW						
Post Office Opening hours	<table border="1"> <tr> <td>Monday</td><td>09:00 - 13:00</td></tr> <tr> <td>Wednesday</td><td>09:00 - 13:00</td></tr> <tr> <td>Friday</td><td>09:00 - 13:00</td></tr> </table>	Monday	09:00 - 13:00	Wednesday	09:00 - 13:00	Friday	09:00 - 13:00
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Wednesday	09:00 - 13:00						
Friday	09:00 - 13:00						
Distance	350 metres away from the previous branch, along varied terrain.						
Products & Services	A wide range of Post Office products and services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.						
Accessibility & Accessibility works	<p>Access and facilities This branch has a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Transport/parking Parking is available at Matfield Village Hall car park.</p>						
Retail	Matfield Village Hall						
Date of change	17 January 2018						