



Dear Customer

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

**Public Consultation – Branch Re-opening**

We have re-stored Post Office services to our customers in Matfield.

This branch closed as the previous premises were no longer available. We are pleased to inform you that the Postmaster from Watlingbury Post Office is providing this Hosted Outreach service from Matfield Village Hall, Maidstone Road, Matfield, Tonbridge, TN12 7LW. The new Hosted Outreach service commenced on Wednesday 17 January 2018 and operates on Mondays, Wednesdays and Fridays between 09:00 and 13:00.

Our priority is to safeguard Post Office services to the local community in the longer term. The change to a Hosted Outreach service operating inside the Village Hall, presents the best solution in the area and will also create a more secure service to the local community for the future.

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

**Consulting on the change**

Whilst the decision has already been made to re-open Post Office services from inside the Village Hall in Matfield, we would still like your views on the service offer at the new location and we are now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the new location, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- Is there anything we could do to make it easier for customers

If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new service.

Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 542470

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

**Dates for the local public consultation:**

Local Public Consultation starts	30 January 2018
Local Public Consultation ends	13 March 2018
Date of change	17 January 2018

We have established a Hosted service which commenced on Wednesday 17 January 2018. However this does not affect the period of public consultation which is ongoing until 13 March 2018.

We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

We will inform our customers of the final decision by displaying a poster at the Matfield Village Hall.



Thank you for considering our proposal.

Yours faithfully



**Michael Brennan**  
**Network Operations Area Manager**

#### **How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use and no further address details are required.**

Want to tell us what you think right here and now – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**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.**

## Matfield Post Office information sheet

### Proposed new Post Office location

<b>Address</b>	Matfield Village Hall Maidstone Road Matfield Tonbridge TN12 7LW						
<b>Post Office Opening hours</b>	<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
Monday	09:00 - 13:00						
Wednesday	09:00 - 13:00						
Friday	09:00 - 13:00						
<b>Distance</b>	350 metres away from the previous branch, along varied terrain.						
<b>Products &amp; Services</b>	The same range of services will continue to be available.						
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> 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><b>Transport/parking</b> Parking is available at Matfield Village Hall car park.</p>						
<b>Local Public Consultation starts</b>	30 January 2018						
<b>Local Public Consultation ends</b>	13 March 2018						
<b>Date of change</b>	17 January 2018						

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)