



Dear Customer

**Membury Post Office®  
Membury, Axminster, EX13 7AF**

**Local public consultation**

We recently displayed posters at the Membury Post Office letting you know that the current branch is due to close on Wednesday 25 July 2018.

We are now pleased to inform you that a nearby postmaster from Churchinford Post Office has agreed to provide an Outreach service from Membury Village Hall, Membury, Axminster, Devon, EX13 7AF from Friday 27 July 2018. We believe the introduction of this Outreach is the best way to maintain Post Office services in the local community.

**Consulting on the new location**

We're carrying out a local public consultation and we'd welcome your views. We welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy is it to get to the new location?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- Is there anything we could do to make it easier for customers?

Although the new service will open during consultation this does not affect the period of public consultation. At the end of the consultation period we will review any feedback received from our customers and local representatives, following which we will display materials at the new premises, confirming our final arrangements.

An information sheet is enclosed that provides more details. For further information or to share your views, please visit our Consultation Hub via the link below, then use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 263519.

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

**Dates for local public consultation:**

Local Public Consultation starts	Tuesday 17 July 2018
Local Public Consultation ends	Tuesday 28 August 2018

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This consultation process 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.

We included information about the Principles of Community Engagement at the end of the letter and a full copy is available to view on our website.

We will inform our customers of the final decision by displaying a poster locally.

Yours faithfully

*Matthew Walls*

**Matthew Walls**  
**Area Network Change Manager**

**How to contact us:**

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 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.



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Items sent by Freepost take two working days to arrive, so 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.

Membury Post Office information sheet						
	Current Post Office location		New Post Office location			
Address	Membury Post Office Membury Axminster EX13 7AF		Membury Village Hall Membury Axminster Devon EX13 7AF			
Post Office opening hours	Mon	08:30 – 17:00	<table><tr><td>Fri</td><td>13:00 – 15:00</td></tr></table>		Fri	13:00 – 15:00
	Fri	13:00 – 15:00				
	Tue	08:30 – 13:00				
	Wed	08:30 – 17:00				
	Thu	08:30 – 17:00				
	Fri	08:30 – 17:00				
Sat	08:30 – 13:00					
Distance	400 metres away from the current branch, along varied terrain.					
Products & Services	A wide range of services will be available.					
Accessibility	<p><b>Access and facilities</b></p> <p>The new premises would have a wide door and steps with a handrail.</p> <p>Internally there would be a hearing loop.</p> <p><b>Parking</b></p> <p>There is a dedicated car park on the opposite the Village Hall.</p>					
Local Public Consultation starts	Tuesday 17 July 2018					
Local Public Consultation ends	Tuesday 28 August 2018					
Planned start date of the new service	Friday 27 July 2018					

**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**

### **What are the Principles of Community Engagement?**

The Principles of Community Engagement are guidelines we follow. They explain how and when we will 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 it is the Consumer Council.

### **What kind of situations 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?**

You and your locally elected representatives (such as MPs, local authorities or councils).

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

If there's a change – like opening a new branch, a temporary closure or a change in opening times – we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office or permanently close one then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll issue 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 we can. We try to make sure you have four weeks' notice before anything happens and if we are going to re-open a temporarily closed branch in a new location or franchise a directly managed branch, in its existing site, we will ask for your feedback. If we're going to permanently relocate or close a Post Office there will be a 'consultation period' which lasts six weeks. This means that you have time to share your views with us.

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

We want to hear what you and your representatives think about change. 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 via our Consultation Hub or email, letter or phone.

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

We'll let you know in as many ways as possible. There will be posters in branch or locally, letting customers 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 on our Consultation Hub or by writing to you, or in branch.

### **What can you do if you think we haven't followed the Principles of Community Engagement?**

If you don't think we've followed the Principles, please contact us and let us know why.

To have a look at the full Principles of Community Engagement, please see our website at [postofficeviews.co.uk](http://postofficeviews.co.uk)