



Dear Customer

Mildenhall Post Office
King Street, Mildenhall, Bury St Edmunds, IP28 7EZ

I'm writing further to our letter of 19 October 2021 advising of the temporary closure of Mildenhall Post Office during extensive building work at the above location for six weeks from Saturday 6 November 2021.

We are pleased to let you know that we will be operating a temporary Post Office service during this time, commencing on Friday 12 November 2021 until Thursday 16 December 2021 from The Heath Land Room, The Jubilee Centre, Recreation Way, Mildenhall IP28 7HG. Further details of the service are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that our customers will continue to use this service. If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, 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 restoring a Post Office service.

Yours faithfully

Wendy Hamilton

Wendy Hamilton
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

**Temporary Service Details:
Friday 12 November 2021 to Thursday 16 December 2021**

Mildenhall Post Office

The Heath Land Room
The Jubilee Centre
Recreation Way
Mildenhall
IP28 7HG

Opening times

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Services

A wide range of services will continue to be available.

Access

There is level access at the entrance, however there are four internal steps into the Heath Land Room, with a handrail. There is alternative wheelchair access next to the main entrance via the fire exit and the Council are laying a temporary pathway across the grass for ease of access.

Getting there

This Post Office service is located approximately 320 metres away from the current branch, along varied terrain. There is a large car park at the Jubilee Centre.

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
- Temporary closure¹ / 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

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¹ 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.