



Dear Customer

We are writing to update you on our recent communication about a new Post Office service in your area.

Due to technical issues, we have been unable to finalise our plans to open an Outreach Post Office Service at The Courtyard Stores, The Courtyard, Cross End, Pebmarsh, Halstead, CO9 2NU.

However, we are working hard to resolve these issues. We will keep you informed once a new opening date is finalised, and information will be provided on our Post Office Consultation Hub and posters will be displayed locally to inform customers.

In the interim to serve customers, we are setting up a temporary Outreach Post Office Service, which will operate from within the: Pebmarsh Village Hall, The Street, Pebmarsh, Halstead, CO9 2NW.

The Postmaster from Greenstead Green Post Office who currently operates an Outreach service in the area will extend the service to the community in Pebmarsh, and this service will commence from Tuesday 7 March 2023 at 14:00.

Please accept our apologies for the delay and for any inconvenienced caused during this period.

Please feel free to share this information with others who may be interested to hear about the new service.

Full details of the temporary Outreach Post Office service are provided at the end of this letter and posters will now be displayed at Pebmarsh Village Hall.

If there are any unforeseen changes to the opening date, posters will be displayed at Pebmarsh Village Hall, to let customers know.

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.

We do hope that you and the local community will support the Post Office network in your area and enjoy using the new 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

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.

New Temporary Outreach Post Office Service Details at: Pembrosh

Pembrosh Outreach Post Office

Pembrosh Village Hall
The Street
Pembrosh
Halstead
CO9 2NW

Services

A similar range of Post Office services will be available, with addition of Euros On Demand Travel Money.

Access

There is a wide door with level access at the entrance to the Pembrosh Village Hall.

Internally, there will be a hearing loop and space for a wheelchair.

Opening times

Tuesday	14:00 – 16:00
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Getting there

This temporary Outreach Post Office service will be located within the Pembrosh Village Hall, on The Street, in Pembrosh.

There is a dedicated car park located outside the Pembrosh Village Hall.

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.