



Dear Customer

At the Post Office we are continually looking to refresh our network and ensure we meet our customer needs. I'm therefore pleased to let you know that we are planning to open a new Outreach Post Office service in your area.

This new Outreach Post Office service will operate from within The Courtyard Stores, The Courtyard, Cross End, Pebmarsh, Halstead, CO9 2NU, on Tuesdays between 14:00 and 16:00

The Postmaster from Greenstead Green Post Office currently operates an Outreach service in the area and is willing to extend the service to the above community, and this service will commence from Tuesday 15 November 2022 at 14:00.

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

Full details of the new Outreach Post Office service are provided at the end of this letter and posters will now be displayed at The Courtyard Stores.

If there are any unforeseen changes to the opening date, posters will be displayed at The Courtyard Stores, 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 hope that you and the local community will support the Post Office network in your area.

Yours faithfully

*Wendy Hamilton*

**Wendy Hamilton**  
**Network Provision Lead**

**How to contact us:**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://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 Outreach Post Office Service Details at: Pembrosh

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### Pembrosh Outreach Post Office

The Courtyard Stores

The Courtyard

Cross End

Pembrosh

Halstead

CO9 2NU

### Services

A range of Post Office services will continue to be available.

### Access

Access is level with wide automatic doors at the entrance to The Courtyard Stores.

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 Outreach Post Office service will be located within The Courtyard Stores in Pembrosh.

Roadside parking is available outside The Courtyard Stores and nearby.

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## **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](https://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 closure<sup>1</sup> / 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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<sup>1</sup> 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.