



Dear Customer

**Branch Unplanned Closure**  
**Portway Post Office**  
**2 Portway, Frome, BA11 1QP**

We are writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing Friday 14 June 2024 at 17.30.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community as soon as possible. We would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy is currently being advertised on our website [www.runapostoffice.co.uk](http://www.runapostoffice.co.uk) and applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch to inform customers.

If you are a legal representative it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

If you are a legal representative we will write to you again once we have any news about our plans for future service provision.

Yours faithfully

*Antoinette Chitty*

**Antoinette Chitty**  
**Network Provision Lead**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

### Alternative branches

**There are times our branches may need to make changes to its opening hours.**

**The latest available branch information can be found on our website**

[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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#### Rodden Road Post Office

34 Rodden Road  
Frome  
BA11 2AE

#### Services

Offers similar services, however excluding Passport Check & Send, On Demand Travel Insurance and a range of Travel Money except Euros.

#### Opening times

Monday - Saturday	09:00 – 18:00
Sunday	Closed

#### Access

This branch has a wide automatic door and level access at the entrance, via a ramp with a handrail.

#### Getting there

This Post Office service is located approximately 0.8 miles away from Portway branch, along varied terrain. Parking is available in front the premises. There is a bus service available between Portway branch and this Post Office service. The nearest bus stop is approximately 170 metres away.

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#### Mells Post Office

Woodlands End  
Mells  
Frome  
BA11 3PF

#### Services

Offers similar services, however excluding Passport Check & Send, Vehicle Tax, On Demand Travel Insurance and Travel Money except Euros.

#### Opening times

Monday – Tuesday	09:00 – 13:00 14:00 – 16:00
Wednesday	09:00 – 13:00
Thursday - Friday	09:00 – 13:00 14:00 – 16:00
Saturday	09:00 – 12:00
Sunday	Closed

#### Access

This branch has a wide door and level access at the entrance.

#### Getting there

This Post Office service is located approximately 3.4 miles away from Portway branch, along varied terrain. Roadside parking is available outside the premises. There is no direct bus route between Portway branch and this Post Office service.

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**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](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
- Unplanned closure<sup>1</sup>/planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

**These Principles have been agreed with Citizens Advice, Consumer 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, Consumer 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**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.