



Dear Customer

**Branch Closure for Refurbishment**  
**Sandhurst Post Office**  
**Back Road, Sandhurst, Cranbrook, TN18 5JS**

We are writing to inform you that due to extensive building work at the above location, the branch will need to close temporarily.

The safety of our customers is of paramount importance to us, therefore, to allow for the building work to take place, it was necessary for the service to have closed, temporarily, on Saturday 22 June 2024. Please accept my apologies for the late notification on this occasion.

It is envisaged that the work will take approximately under three weeks to complete, following which the service will re-open on Thursday 11 July 2024 at 08:00, offering the same range of products and services, and the same opening hours.

The branches listed overleaf will be happy to provide customers with Post Office services during this period and this information will be made available locally. Should the dates change, posters will be displayed in branch to let customers know.

If you are a local 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 would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Notification is available at the end of this letter.

Yours faithfully

*Emily Clive*

**Emily Clive**  
**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)

Hawkhurst Post Office	Services
Rye Road Hawkhurst Cranbrook TN18 4JB	The same range of products and services will be available.

Opening times		Access
Mon, Fri	09:00 – 17:00	This branch has a wide automatic door and level access at the entrance.
Tues, Weds, Thurs	08:00 – 19:00	
Sat	08:00 – 15:30	
Sun	Closed	

#### Getting there

This Post Office service is located approximately 3 miles away from Sandhurst Post Office, along varied terrain. There is a time restricted customer carpark available at the branch. There is a time limited bus service available between Sandhurst branch and this Post Office service. The nearest bus stop is approximately 120 metres away.

Benenden Post Office	Services
The Street Benenden Cranbrook TN17 4DB	A similar range of products and services will be available, however excluding Dollar Travel Money.

Opening times		Access
Mon - Fri	07:30 – 17:00	This branch has a wide door and a ramp at the entrance.
Sat	07:30 – 12:00	
Sun	08:00 – 12:00	

#### Getting there

This Post Office service is located approximately 3.6 miles away from Sandhurst branch, along varied terrain. Roadside parking is available nearby the branch. There are no direct bus services available between Sandhurst branch and this Post Office.

**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.