



Dear Customer

**Branch Temporary Closure**

**South Petherton Post Office  
26 St James Street, South Petherton, TA13 5BW**

We are writing to advise you that, for operational reasons, the above branch closed temporarily on Tuesday 1 August 2023. Please accept my apologies for the late notification on this occasion.

We are working to restore Post Office services at South Petherton and we would like to apologise for any inconvenience this temporary closure may cause locally. In the interim, 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](https://www.postoffice.co.uk/branch-finder)

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".

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 will display posters in the branch premises and in the local area to inform customers.

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.

If you are a local representative, we will ensure that you are kept advised of developments in due course.

We would like to thank you for your patience at this time.

Yours faithfully

*Antoinette Chitty*

**Antoinette Chitty  
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.

#### Alternative branches

Some branches may need to make changes to their 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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**Shepton Beauchamp Outreach Post Office**

Angies,  
The Shambles  
Shepton Beauchamp  
Ilminster  
TA19 0LN

**Opening times**

Monday & Tuesday	No service
Wednesday	13:30 – 15:30
Thursday & Friday	No service
Saturday & Sunday	No service

**Services**

Offers similar services, with the addition of a comprehensive range of Travel Money, and Passport Check & Send.

**Access**

The Angies premises has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Outreach Post Office service is located approximately 2.2 miles away from South Petherton branch, along varied terrain. Roadside parking is available outside Angies and nearby. There is a limited bus service available between South Petherton branch and this Outreach Post Office service. The nearest bus stop is approximately 30 metres away.

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**Martock Post Office**

East Street  
Martock  
TA12 6JQ

**Opening times**

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

**Services**

Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, and On Demand Travel Insurance.

**Access**

This branch has a wide door and access is via a step at the entrance.

Internally, there is a hearing loop.

**Getting there**

This Post Office service is located approximately 2.7 miles away from South Petherton branch, along varied terrain. Roadside parking is available outside the branch and nearby. There is no direct bus service available between South Petherton branch and this Post Office service, however, there are local buses serving in the surrounding area.

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**Stoke-sub-Hamdon Outreach Post Office**

Shop at the Cross  
6 High Street  
Stoke-sub-Hamdon  
TA14 6PP

**Opening times**

Monday	09:00 – 12:00
Tuesday & Wednesday	No service
Thursday	13:00 – 16:00
Friday	09:00 – 12:00
Saturday & Sunday	No service

**Services**

Offers similar services, however excluding, Vehicle Tax, Euros and Dollars On Demand Travel Money.

**Access**

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

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Outreach Post Office service is located approximately 4 miles away from South Petherton branch, along varied terrain. Roadside parking is available outside the branch and nearby. There is a limited bus service available between South Petherton branch and this Outreach Post Office service. The nearest bus stop is approximately 80 metres away.

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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, 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**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<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.