



Dear Customer

Branch Temporary Closure

**St Mary Bourne Post Office
Bourne Meadow, St Mary Bourne, Andover, SP11 6BE**

We are writing to inform you that due to extensive building work at the above location, the safety of our customers is of paramount importance to us, therefore, the branch closed temporarily on Friday 26 August 2022 to allow for the building work to take place. Please accept our apologies for the late notification.

It is envisaged that the work will take approximately three months to complete, following which the service will re-open on Friday 25 November 2022 at 08:00.

The postmaster understands the importance of the Post Office service to the local community and has made arrangements to maintain services to our customers, while building works are carried out. A temporary replacement service has been provided from Wednesday 31 August 2022, located at St Mary Bourne Village Centre, Bourne Meadow, St Mary Bourne, Andover, SP11 6BE.

Full details of the new temporary service are provided at the end of this letter.

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 apologise for the inconvenience the temporary closure may cause and hope that our customers will use the temporary service provided during this period.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice 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

Antoinette Chitty

**Antoinette Chitty
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

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.

Temporary Replacement Service Details:

St Mary Bourne Temporary Service

St Mary Bourne Village Centre

Bourne Meadow

St Mary Bourne

Andover

SP11 6BE

Services

A range of Post Office products and services are available.

Access

St Mary Bourne Village Centre has a wide door and level access at the entrance.

Opening times

Monday - Sunday	09:00 – 16:00
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Getting there

This Post Office service is located opposite St Mary Bourne branch. Parking is available outside the St Mary Bourne Village Centre.

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

Comments@postoffice.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.