



Dear Customer

Staplehurst Post Office®
3 Milestone Buildings, High Street, Staplehurst, Tonbridge, TN12 0AB

Local Public Consultation Decision

I'm writing to confirm that after careful consideration we have decided not to proceed with the proposed move of Staplehurst Post Office to Station Newsagents, Braemar, Station Road, Tonbridge, Staplehurst, TN12 0QH.

The local public consultation on the proposal to move Staplehurst Post Office from its current location ended on 28 April 2017. During the consultation period we received 206 individual responses from customers and local representatives. Citizens Advice, the independent statutory consumer watchdog for the Post Office network, also expressed significant concerns about the proposed move. All the feedback helped me to understand the concerns of customers and was taken into account before making a decision.

In the main, feedback focused on the location of the proposed new premises which was said to be too far away from the current site and difficult to access, particularly for elderly and less able customers residing in the area. The feedback also commented on parking which was said to be very limited at the proposed location. We also received a large petition to keep the Post Office in the community at the proposed location.

In making our decision, we have taken into account all relevant factors including the impact this would have on customer access to our services, the responses we received as part of the consultation process and the concerns raised by Citizens Advice.

The branch will therefore continue to operate from its existing location for the time being. In line with our Code of Practice, any proposed new location would be subject to a further 6-week period of local public consultation.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 195948

This communication is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with Citizens Advice. If you'd like a copy of the Code, it's available in branch, by contacting us or on our website at: www.postofficeviews.co.uk.

Thank you for considering our proposal.

Yours faithfully

A handwritten signature in blue ink, appearing to read "Suzanne Richardson".

Suzanne Richardson
Regional Network Manager

How to contact us:

- 🖨️ postofficeviews.co.uk
- 📧 comments@postoffice.co.uk
- ☎️ Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
- ✉️ FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.