



Dear Customer

Branch Temporary Closure

**Sudbury Post Office
8 Borehamgate, King Street, Sudbury, CO10 2EG**

We are writing to update you on our recent communication about the building and refurbishment works at the above location and the branch closed on Friday 17 March 2023.

Due to delays in the completion of the refurbishment works, the Post Office service did not open on Monday 1 May 2023, as previously advised.

In the interim, to serve the local community with continued access to Post Office services we have set up a temporary Post Office service, which commenced on Thursday 20 April 2023. This Post Office service is operating from a nearby premises at, Unit 16, Borehamgate, King Street, Sudbury, CO10 2EG, between Monday to Friday, from 09:00 to 17:30, and Saturday 09:00 and 14:00.

We will keep you informed once an opening date has been finalised for the branch. This information will be provided on our Post Office Consultation Hub and posters will be displayed in the branch to inform customers.

Please accept our apologies for the late notification and for any inconvenienced caused.

In the interim customers may continue to use any Post Office branch for everyday Post Office products and services. 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.

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.

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.

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

Yours faithfully

Wendy Hamilton

**Wendy Hamilton
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.

Details of the Temporary Post Office Service at: Sudbury

Sudbury Post Office

Unit 16
Borehamgate
King Street
Sudbury
CO10 2EG

Services

The same range of Post Office products and service is available.

Access

The premises at Unit 16, has a wide door and level access at the entrance.

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

Opening times

Monday to Friday	09:00 – 17:30
Saturday	09:00 – 14:00
Sunday	Closed

Getting there

This temporary service is located opposite the current branch, along level terrain.

Time restricted roadside parking is available on King Street.

Pay and display parking is also available in the surrounding area, at the Car Park on Girling Street 350 metres away, Great Eastern Road Car Park 270 metres away and at Station Road Car Park 400 metres.

Alternative branches

During the Coronavirus pandemic 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

Great Waldingfield Post Office

Lavenham Road
Great Waldingfield
Sudbury
CO10 0SA

Opening times

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Services

Offers the similar services, with the addition of Euros On Demand Travel Money, Vehicle Tax, and National Lottery.

Access

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

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

Getting there

This Post Office service is located approximately 2.6 miles away from Sudbury branch, along varied terrain.

Parking is available in the lay bay outside the branch.

There is a regular bus service available between Sudbury branch and this Post Office service.

The nearest bus stop is approximately 100 metres away.

Great Cornard Post Office

2 - 4 Applegate Centre
Applegate Mews
Great Cornard
Sudbury
CO10 0GL

Opening times

Monday - Saturday	06:00 – 22:30
Sunday	07:00 – 22:30

Services

Offers the similar services, with the addition of Euros On Demand Travel Money.

Access

This branch has wide automatic doors and level access at the entrance.

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

Getting there

This Post Office service is located approximately 1.3 miles away from Sudbury branch, along varied terrain.

There is a customer car park located adjacent to the branch.

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

FREEPOST Your Comments

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Textphone: 03457 22 33 55

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.