



Dear Customer

Branch Temporary Closure

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

We are writing to update you about Sudbury Post Office, which closed temporarily for refurbishments on Friday 17 March 2023 at 17:30.

During these refurbishments, to serve the local community with continued access to Post Office services, we set a temporary Post Office service which was operating from a nearby premises at, Unit 16, Borehamgate, King Street, Sudbury, CO10 2EG. This service moved back to 8 Borehamgate in July and continues to offer services from two post office counter positions, from Monday to Friday, between 09:00 to 17:30, and Saturday 09:00 and 14:00.

The final works needs to be completed at these premises and your new-look Mains model Post Office will open at this location on Wednesday 6 December 2023 at 09:00.

Customers will access Post Office services at a fortress position and at two open planned modern serving counter positions. Working with the postmaster, we'd adapt the current store layout, fixtures, and fittings to accommodate the Post Office till. The Post Office will continue to offer the same products and service with the same opening hours.

Full details of the new service are provided at the end of this letter and posters will now be displayed at the branch premises, so customers are aware of the change.

Should the opening date change, posters will be displayed at the branch premises 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.

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.

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.

**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**

Details of the Post Office Service at: Sudbury

Sudbury Post Office

8 Borehamgate
King Street
Sudbury
CO10 2EG

Services

The same range of Post Office products and service is available, with a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, and On Demand Travel Insurance.

Opening times

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

Access

The branch will have a wide door and level access at the entrance.
Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new-look Post Office service will be located at the same branch premises at 8 Borehamgate, King Street in Sudbury.

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, Great Eastern Road Car Park, and at Station Road Car Park.

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.