



Dear Customer

Branch Temporary Closure

**The Parade Post Office
Premier Stores, 39 Lodge Lane, Grays, RM17 5RZ**

We are delighted to let you know that we will be restoring The Parade Post Office service to the local community in Grays.

Due to unforeseen circumstances, the above branch closed temporarily on Friday 14 January 2022. Please accept our apologies for the temporary closure and for any inconvenience caused. We hope that our customers will continue to use the Post Office services. During this period of temporary closure customers may use any convenient Post Office branch, details of alternative Post Office branches in the area are shown at the end of this letter.

The Post Office service is scheduled to re-open on Friday 28 January 2022 and will operate from the same premises within the Premier Stores at 39 Lodge Lane, Grays, RM17 5RZ. The branch will continue to offer the same range of Post Office products and services as before.

Full details of the new Post Office service are provided at the end of this letter and posters will now be displayed at the Premier Stores to inform customers.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service.

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.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours faithfully

Samantha Coe

**Samantha Coe
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.

Post Office Service Details at: The Parade

The Parade Post Office

Premier Stores

39 Lodge Lane

Grays

RM17 5RZ

Services

The same range of Post Office products and services will continue to be available.

Access

The Premier Stores has level access and a wide door at the entrance.

Internally, there will be a hearing loop and space for wheelchair.

Opening times

Monday - Saturday	09:00 – 18:00
Sunday	Closed

Getting there

The Post Office service will be located at the same Post Office premises within the Premier Stores, on Lodge Lane in Grays.

Time restricted roadside parking is available outside the Premier stores with dedicated disabled bays.

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

Blackshots Lane Post Office

126 Blackshots Lane

Grays

RM16 2LD

Opening times

Monday – Friday	09:00 – 17:00
Saturday	09:00 – 13:00
Sunday	06:00 – 10:00

Services

A wide range of services will continue to be available.

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 Post Office service is located approximately 0.8 miles away from The Parade branch, along varied terrain.

Roadside parking is available nearby.

Public transport is available to and from the surrounding areas.

Little Thurrock Post Office

41 Dock Road

Grays

RM17 6ES

Opening times

Monday – Saturday	08:00 – 19:00
Sunday	Closed

Services

A wide range of services will continue to be available.

Access

This branch has a wide door and access is via a ramp with handrails at the entrance.

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

Getting there

This Post Office service is located approximately 1 mile away from The Parade branch, along varied terrain.

Roadside parking is available nearby.

Public transport is available to and from the surrounding areas.

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

Call: 03452 66 01 15

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.