



Dear Customer

## **Engaging with our customers - Share your views.**

### **Tonbridge Post Office**

**Previously located at: 35-37 High Street, Tonbridge, TN9 1SQ.**

We are delighted to let you know that Post Office services in Tonbridge will be restored on a permanent basis on **Wednesday 3 January 2024 at 13:00**. This will be in a new location - Eco Products Store, 13 Quarry Hill Road, Tonbridge, Kent, TN9 2RN.

A temporary Post Office has been providing services for customers while we have been confirming the new permanent branch. This service currently operates from Tonbridge Castle, Castle Street, Tonbridge, TN9 1BG, and will continue to provide services until the new permanent branch opens on **3 January 2024**. The temporary service will cease operating from Tonbridge Castle on **2 January 2024**.

### **We would like to hear from you.**

We are keen to restore a permanent service to the community as soon as possible, so we have decided to go ahead with our plans. Opening the branch in a new location is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

Details about your new branch are provided at the end of this letter and on our Consultation Hub. We will be accepting comments until **Tuesday 14 November 2023**. We are unable to respond to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the engagement for this branch either by branch name, postcode or the unique branch code 010948

### **How to share your views:**

#### **Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**Want to tell us what you think right here and now? Scan here.**

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



We will display posters in the local area to tell customers the good news. 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 these posters, please let us know.

Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the opening date, posters will be displayed in branch to let customers know.

We're carrying out this engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

*Emily Clive*

**Emily Clive**  
**Network Provision Lead**

## **Tonbridge Post Office Information Sheet**

### **Eco Products Store**

13 Quarry Hill Road  
Tonbridge  
Kent  
TN9 2RN.

### **Post Office opening hours.**

<b>Mon - Sat</b>	09:00 – 17:30
<b>Sun</b>	Closed

**There are times our branches may need to make changes to opening hours.**

**The latest available branch information can be found on our website**

[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

### **Access**

The new premises would have a wide double door with level access. Internally, there would be a hearing loop, a low-level writing desk, low level serving counter and space for a wheelchair.

### **Products and Services**

Similar products and services will continue to be available including passport services, on demand Travel Money and Travel Insurance.

### **Getting there**

The proposed new branch would be located approximately 470 metres away from the previously closed branch, and 880 metres from the temporary service along varied terrain.

There is a car park in Waterloo Road which is 150 metres away from the branch. Public transport is available to and from the surrounding areas. The nearest bus stop is approximately 120 metres away from the proposed premises.

### **Retail**

Eco Products Store.

### **Proposed Date of Change**

Wednesday 3 January 2024 at 13:00.

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**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.**

## **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](https://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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site.

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period, we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

**These Principles have been agreed with Citizens Advice, Consumer 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, Consumer 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](https://postofficeviews.co.uk)**

**[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>2</sup> Locally elected representatives include 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.

<sup>3</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in <sup>2</sup> and <sup>3</sup> above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.