



Dear Customer

Branch Temporary Closure

**Tonbridge Post Office
35-37 High Street, Tonbridge, TN9 1SQ**

Further to my previous letter advising that we will be maintaining Post Office services in Tonbridge by introducing a new temporary service from Tonbridge Castle, Castle Street, TN9 1BG, I regret to advise that the service is currently closed due to operational reasons. Please accept my apologies for the late notification on this occasion.

The service is due to re-open on Thursday 17 November 2022 at 09:00, and we will let customers know once this has taken place.

We will display posters on the premises to inform customers.

We would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter.

Due to the effects of the coronavirus pandemic branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Yours faithfully

Emily Clive

**Emily Clive
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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

York Parade Post Office

8 York Parade
Tonbridge
TN10 3NP

Services

The same range of services will continue to be available, with the addition of National Lottery however excluding Passport Check and Send.

Access

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

Opening times

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

Getting there

This Post Office service is located approximately 1.6 miles away from Tonbridge branch, along varied terrain. Parking is available outside the premises. There is a bus service available between Tonbridge branch and this Post Office service. The nearest bus stop is approximately 322 metres away.

Higham Wood Post Office

6-8 Martin Hardie Way
Tonbridge
TN10 4AE

Services

The same range of services will continue to be available, however excluding a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

Access

This branch has a wide door with a ramp and handrail at the entrance.

Opening times

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

Getting there

This Post Office service is located approximately 1.7 miles away from Tonbridge branch, along varied terrain. Time restricted parking is available outside the premises. Local buses serve the surrounding area.

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

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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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.