



Dear Customer

West Haddon Post Office
5 West End, West Haddon, Northampton, NN6 7AY

As you may be aware, the above service closed temporarily on Tuesday 20 April 2021, due to the resignation of the postmaster and the withdrawal of the premises for Post Office use.

Since then we have been looking at providing an Outreach Service as a solution to restore Post Office services to our customers in the area. Unfortunately, at the time of writing, we have been unable to finalise arrangements for this.

I'm writing to you and other local representatives to advise you that as there have been no firm arrangements to re-establish a service, this branch will remain closed for now.

We are committed to the provision of a Post Office service to our customers in the local area and we will continue to work hard to restore services in the area as soon as possible.

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 or in your organisation.

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

We regret that we have been unable to restore a service locally and have provided details at the end of this letter of possible alternative branches in the area, which we hope our customers will continue to use. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Yours faithfully

Anthony Bayley

Anthony Bayley
Network Provision Lead

How to contact us:
comments@postoffice.co.uk
FREEPOST Your Comments
postofficeviews.co.uk

Alternative access to Post Office services:

- **Crick Post Office**, 86 Main Road, Crick, Northampton, NN6 7TX
- **Long Buckby Post Office**, High Street, Long Buckby, Northampton, NN6 7RE
- **Guilsborough Post Office**, High Street, Guilsborough, Northampton, NN6 8PU

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

FREEPOST Your Comments

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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.