



Dear Customer

Branch Temporary Closure

**River Post Office
1 Chilton Way, Dover, CT17 0QB**

We are writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing on Thursday 12 October 2023 at 12:00.

Post Office is facing a particularly challenging period, as are other high street retailers. The impact of rising costs, inflation and restrictions on our funding from Government mean that while we will always look to reopen branches when they close, we cannot commit to doing so in every instance. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a Post Office and 90% are within 1 mile and will continue to review this position and prioritise those areas with the highest need.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch to inform customers.

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.

We would like to apologise for the inconvenience the 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. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

If you are a local representative, we will write to you again if we have any news about plans for future service provision in the local area.

Yours faithfully

Emily Clive

**Emily Clive
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.

Alternative branches

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

Crabble Post Office

1 Buckland Avenue
Dover
CT16 2NR

Services

Offers similar services.

Opening times

Monday – Saturday	06:30 – 21:00
Sunday	07:00 – 20:30

Access

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

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

Getting there

This Post Office service is located approximately 1.2 miles away from River branch, along varied terrain. Roadside parking is available along Buckland Avenue and Whitfield Avenue. There are local buses serving in the surrounding area.

Buckland Post Office

71 - 72 London Road
Dover
CT17 0SR

Services

Offers a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance, and National Lottery.

Opening times

Monday – Saturday	08:00 – 20:00
Sunday	09:00 – 17:00

Access

This branch has a wide automatic 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 1.6 miles away from River branch, along varied terrain. Time restricted roadside parking is available outside the branch and along London Road. There are local buses serving in the surrounding area.

Whitfield Post Office

Bewsbury Cross Lane
Whitfield
Dover
CT16 3HB

Services

Offers a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance, and National Lottery.

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

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 1.6 miles away from River branch, along varied terrain. There is a dedicated customer car park on the forecourt outside the branch. There are local buses serving in the surrounding area.

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, 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

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.