



Dear Sir/Madam

Tatsfield Post Office®
2 The Parade, Westmore Green, Tatsfield, Westerham, TN16 2AQ

Temporary Closure

I am 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 temporarily on 28 October 2017.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

Looking after a nationwide network of Post Office services, we have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. I can assure you that we will continue to work to find a solution that will provide a Post Office service to the Tatsfield community.

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 below. 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 Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code at the end of this letter. Other people in your organisation may have an interest in this issue so please let them know about it.

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

I will write to you again once I have any news about our plans for future service provision.


Yours faithfully


Rebecca Morris

Rebecca Morris
Network Operations Manager

How to contact us:

 comments@postoffice.co.uk

 Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55

 FREEPOST Your Comments
Please note this is the full address to use and no further address details are required.

 www.postofficeviews.co.uk

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Alternative branches:**Biggin Hill Post Office**

160/166 Main Road
Biggin Hill
Westerham
TN16 3BA

Opening times

Monday	08:00-20:00
Tuesday	08:00-20:00
Wednesday	08:00-20:00
Thursday	08:00-20:00
Friday	08:00-20:00
Saturday	08:00-20:00
Sunday	08:00-18:00

Services

The same range of services will continue to be available however excluding National Lottery and Dollars.

Access and facilities

This branch has a wide door and level access at the entrance and also a ramp with handrails from the pavement. Internally, there is a hearing loop and space for a wheelchair.

Transport/parking

Parking is available outside and in the nearby roads. There is a frequent bus service available between Tatsfield branch and this Post Office service. The nearest bus stop is approximately 220 metres away.

Route

This Post Office service is located approximately 1.7 miles away from Tatsfield branch, along varied terrain.

The Valley Post Office

4 Roundway
Biggin Hill
Westerham
TN16 3XZ

Opening times

Monday	06:00-20:00
Tuesday	06:00-20:00
Wednesday	06:00-20:00
Thursday	06:00-20:00
Friday	06:00-20:00
Saturday	06:00-20:00
Sunday	07:00-20:00

Services

The same range of services will continue to be available with the addition of Car tax.

Access and facilities

This branch has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.

Transport/parking

Parking is available outside and along the parade of shops. There is a frequent bus service available between Tatsfield branch and this Post Office service. The nearest bus stop is approximately 150 metres away.

Route

This Post Office service is located approximately 1.8 miles away from Tatsfield branch, along varied terrain.
