



PRIVATE & CONFIDENTIAL

[Name of Operator]

Post Office® XXXXXXXXXX Branch

Address 1

Address 2

Address 3

Postcode]

Date

[] 20[]

Post Office

100 Wood Street, London,
EC2V 7ER

Classification:

Private

[] 20[]

Dear [Name of Operator],

Post Office® XXXXXXXXXX Branch

On/Off Site Local/Main Post Office® Agreement between Post Office Ltd and

Title>FirstName>Surname or Company Name (the Operator) dated **Date>Month>Year**
(Agreement)

Confirmation of suspension

I am writing following our telephone conversation on the [date of call] to confirm that [you have / the Operator has] been suspended from operating Post Office® [name] branch with effect from [date]. The suspension is in accordance with Part 2, clause [15.1.1 / 15.1.2 / 15.1.3]¹ of the Agreement and in line with Post Office Ltd's Postmaster Contract Suspension Policy, a copy of which can be made available to you on request.

As discussed during our conversation, the decision to suspend was taken following [insert the type of event and reasons for suspension²]. As part of the ongoing review I will share with you details of the review that have been considered (providing these details are not subject to restriction on disclosure, for example through legal privilege, data protection law or material relating to a criminal investigation). Appendix 1 sets this out what I can share with you at this stage.

¹ Check to ensure that this matches the numbering in the Operator's Agreement and select the relevant sub-clause reference.

² Check the Suspension clause in the Operator's Agreement to make sure the reasons are ones described in the Agreement.



I will now carry out further review work and will contact you on the [date of next contact] to explain what will happen next. I will then contact you regularly during the course of the suspension period to provide you with any further updates relating to this matter and answer any questions or concerns you may have. It is the intention to keep the period of your suspension to a minimum. In order for us to do this it is important [you/the Operator] assist by co-operating fully and in a timely manner with any request made.

Please note:

- We will continue to pay [your / the Operator's] fees during the period of suspension.
- [You/The Operator] will receive all information in connection to the suspension.
- During the period of suspension [you/the Operator] are not excluded from the premises but you will have no access to Post Office equipment. As a precautionary measure the SMART User IDs for XXX [has/have] been deactivated with effect from XXXX.
- [You/The Operator] may, if you wish, contact your NFSP representative to support you through the process. The NFSP can be contacted on [GRO] Alternatively, you may wish to arrange legal representation or other support.

Appointment of a Temporary Operator

As discussed and in order to minimise the impact of any suspension period we can attempt to find a Temporary Operator for the Post Office (but only with your express permission). It was agreed [note any relevant information in connection to the conversation about appointing a Temporary Operator]. Please note, a Temporary Operator will only be able to operate with [your/the Operator's] express permission and [you/the Operator] and the Temporary Postmaster will be responsible for negotiating the commercial arrangements between you. We are unable to guarantee that we will be able to appoint a Temporary Operator.

It is important that I stress the suspension does not mean the Agreement has been terminated. However, Post Office Ltd does reserve its rights in full. Noting this, I am mindful the impact that this process may have so I remind you that Post Office offers wellbeing support helpline, either by phone [GRO] or at <http://postmaster.workplacewellbeing.com>. In addition to this support is also available through the NFSP.



In the meantime, if you have any queries, please do not hesitate to contact me on the phone number below.

Yours sincerely

Contract Advisor Name

Contracts Advisor

Post Office Ltd

Contract Advisor Number/Email

Complaints or Concerns

If you have a complaint in the way this matter is being handled you can telephone the Branch Support Centre on for your concerns to be escalated to the Complaint Handling team.

Alternatively, should you wish to report any concerns in confidence you can do so via the Speak Up service by calling or via a secure on-line web portal:

<http://speakup.postoffice.co.uk/>



**Appendix 1³**

This table sets out the information reviewed to date and I have enclosed any relevant documents with this letter, If there is anything you feel that has not been supplied please contact me. Please note, as the review progresses further detail will be shared.

A copy of the Agreement	
A copy of the Branch Assurance Rationale Document (if applicable)	
A copy of the Branch Assurance Visit report (if applicable)	
A record of conversation with the Operator	
Any other relevant information	

³ Note – this table is provided as an example however information shared is dependent on the matter being reviewed (and may include additional information not covered here)