



Dear Customer

Commencement of the Ashburton Hosted Outreach Service

We are really pleased to let you know that we are introducing a new Post Office Hosted Outreach service to the communities of Buckland Monachorum, Postbridge and Widecombe in the Moor. This service will be operated by the postmaster from Ashburton Post Office.

Buckland Monachorum Hosted Outreach Service will operate from Buckland Chapel Trust, Buckland Monachorum, Yelverton, PL20 7LZ and will commence on Wednesday 5 October 2022 at 09:30.

Postbridge Hosted Outreach Service will operate from National Park Visitor Centre, Postbridge, Yelverton, PL20 6TH and will commence Monday 3 October 2022 at 13:00.

Widecombe in the Moor Hosted Outreach Service will operate from Sextons Cottage, Church House, Widecombe in the Moor, TQ13 7TA and will commence on Monday 3 October 2022 at 11:00.

Full details of the new Outreach service at the Buckland Monachorum, Postbridge and Widecombe in the Moor are provided at the end of this letter. Posters will now be displayed locally so customers are aware of the change. If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities.

If you are a local representative, it would be helpful if you could share this information 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 these posters please let us know.

We do hope that you will support the new Ashburton Hosted Outreach service.

Yours faithfully

Matt Walls

Matt Walls

Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Post Office Limited is registered in England and Wales. Registered No. 2154540.

Registered Office: Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ.

Post Office and the Post Office logo are registered trademarks of Post Office Limited.

postoffice.co.uk

Details of the new Outreach services at Buckland Monachorum, Postbridge and Widecombe in the Moor:

Buckland Monachorum Hosted Outreach

Service

Buckland Chapel Trust
Buckland Monachorum
Yelverton
PL20 7LZ

Opening times

Wednesday	09:30 – 11:00
-----------	---------------

Services

A range of services will be available.

Access and facilities

There is a wide door with a ramp at the entrance.

Parking

Roadside parking is available nearby.

Postbridge Hosted Outreach Service

National Park Visitor Centre
Postbridge
Yelverton
PL20 6TH

Opening times

Monday	13:00 – 14:30
--------	---------------

Services

A range of services will be available.

Access and facilities

There is a wide automatic door and level access at the entrance.

Parking

There is parking available with disabled bays directly outside the premises.

Widecombe in the Moor Hosted Outreach Service

Sextons Cottage
Church House
Widecombe in the Moor
TQ13 7TA

Opening times

Monday	11:00 – 12:30
--------	---------------

Services

A range of services will be available.

Access and facilities

There is a wide door and level access at the entrance.

Parking

Parking is available nearby.

**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

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.