



Dear Customer

Appledore Post Office®
Previously located at: 7 The Quay, Appledore, Bideford, EX39 1QS

Local Public Consultation Decision

I'm writing to confirm that we have moved the above Post Office branch next door to Johns of Appledore, 4 The Quay, Appledore, Bideford, EX39 1QS, where it now operates as one of our new local style Post Office branches.

Whilst we make every effort to expedite the re-opening of a branch, there are occasions when unanticipated delays occur and in this instance due to technical reasons the branch did not open on 1 March as previously advertised for which I apologise. However I can confirm that the new branch opened on 23 March 2018.

We received one individual comment from a customer during the local public consultation period. The feedback commented on disabled access and the delay to the opening of the new branch. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as possible. Regrettably planning permission for a permanent ramp providing ease of access into the new branch was not approved. However a portable ramp will be available on request. Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer.

We have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch

Posters will now be displayed in branch to let customers know about this decision. This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

Full details of the new branch are provided at the end of this letter.




Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Regional Network Change Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

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 in branch, or by contacting us or 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.

Appledore Post Office information sheet															
Address	Johns of Appledore 4 The Quay Appledore Bideford EX39 1QS														
Opening hours	<table border="1"><tbody><tr><td>Mon</td><td>08:00 - 18:00</td></tr><tr><td>Tue</td><td>08:00 - 18:00</td></tr><tr><td>Wed</td><td>08:00 - 18:00</td></tr><tr><td>Thu</td><td>08:00 - 18:00</td></tr><tr><td>Fri</td><td>08:00 - 18:00</td></tr><tr><td>Sat</td><td>08:00 - 18:00</td></tr><tr><td>Sun</td><td>08:00 - 18:00</td></tr></tbody></table>	Mon	08:00 - 18:00	Tue	08:00 - 18:00	Wed	08:00 - 18:00	Thu	08:00 - 18:00	Fri	08:00 - 18:00	Sat	08:00 - 18:00	Sun	08:00 - 18:00
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Distance	Next door to the previous branch.														
Products & Services	The same range of products and services will continue to be available.														
Accessibility & accessibility works	<p>Access and facilities This branch has a wide door and a step at the entrance, however a portable ramp is available on request.</p> <p>Transport/parking Roadside parking including one disabled space is available outside the branch. There is a car park approximately 100 metres of the branch.</p>														

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.