Dear Customer

Broad Hinton Post Office®
Broad Hinton, Swindon, SN4 9PA

I am writing to confirm that we have re-opened the service at Broad Hinton, as a Hosted outreach service. The new service commenced on Tuesday 25 July 2017 and operates on Tuesday from 09:00 – 12:00.

We received one individual response from the local representatives during the consultation period which was in support of our plans for the restoration of Post Office services to Broad Hinton. I have carefully considered our original proposal and I am confident that the new service can meet the needs of our customers in the local community.

Further details of the new service are provided at the end of this letter.

You can also find a copy of this letter on our website at postofficeviews.co.uk.
When entering the website you will be asked to enter the code for this branch: 157548.

Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Operations Area Manager

How to contact us:

postofficeviews.co.uk

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.

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.

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.

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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.

Details of the new service:

Broad Hinton Post Office®
Broad Hinton Village Hall
Yew Tree Lane
Broad Hinton
Swindon
SN4 9RH

Opening times

Tuesday	**09:00 – 12:00**

Services
The same range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities
The premises will have a wide door and level access at the entrance via a ramp or steps with handrails from the pavement.
Internally, there is space for a wheelchair.

Transport/parking
There is a car park outside the Village Hall.

Route
These premises are located approximately 400 metres away from the previous service, along varied terrain.