



Dear Customer

Coleford Post Office®
Anchor Road, Coleford, Radstock, BA3 5PB

Service Re-opening

I am pleased to inform you that we will be restoring Post Office services to Coleford on Wednesday 25 July 2018. The branch closed temporarily in March 2018 due to the postmaster resigning. We are pleased to be able to reinstate the service as a temporary measure as a Hosted Outreach service while we continue to seek a permanent solution.

The postmaster from Mells Post Office is willing to temporarily offer services to the new location. The new service will be operated from The Hub, Old School, Church Street, Coleford BA3 5NQ and will offer a wide range of Post Office products and services. Full details of the new temporary service are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use the branch. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter. If you have any questions about the new service, please write to me via the Communication and 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".

We're carrying out this change in line with our Code of Practice. You can find more information about the Code at the end of this letter. I would like to thank you for your patience at this time.

We hope that you and our customers support your local Post Office service.

Yours faithfully

Matthew Walls

Matthew Walls
Area Change Network Manager

How to contact us:

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

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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.

Details of the new temporary service:**Coleford Hosted Outreach****Service**

The Hub
Old School
Church Street
Coleford
BA3 5NQ

Opening times

Wednesday	10:00 - 12:00
Friday	10:00 - 12:00

Services

A wide range of products and services will continue to be available.

Access and facilities

This branch has a wide door and a step at the entrance.

Transport/parking

There is a car park directly outside the premises.

Route

This Post Office service is located approximately 0.3 miles away from Coleford branch, along varied terrain.

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.