



Dear Customer,

**Swimbridge Post Office®**  
**Previously located at - The Square, Swimbridge, Barnstaple, EX32 0PF**

I am writing to confirm that we have re-opened the service at Swimbridge as a Hosted Outreach Post Office service from St Peters Church, Swimbridge, Barnstaple, EX32 0PW. The new service commenced on Tuesday 1 May 2018 and operates on Tuesday from 14:00 – 16:00.

We received no comments from customers or local representatives during the consultation period. I have carefully considered my original proposal and I am confident that the Hosted Outreach service meets the needs of our customers in the local community.

The core Postmaster from Bickington Post Office has identified an opportunity to provide the Hosted Outreach Post Office service at Swimbridge. We do understand that for some customers the new service times may be less convenient, however, we do consider that the hours for the hosted service will meet the needs of our customers in the local communities and allow us to maintain sustainable services to them in the longer term. We will, however, continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

Posters will now be displayed in branch to let customers know about this decision.

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

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

Thank you for considering our proposal.

Yours faithfully

*Matt Walls*

**Matt Walls**  
**Area Network Change Manager**

**How to contact us:**

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto: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](http://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:**

<b>Swimbridge Hosted Post Office information sheet</b>			
<b>Address</b>	St Peters Church Swimbridge Barnstaple EX32 0PW		
<b>Post Office Opening hours</b>	<table border="1" style="display: inline-table;"> <tr> <td style="padding: 2px;">Tue</td> <td style="padding: 2px;">14:00-16:00</td> </tr> </table>	Tue	14:00-16:00
Tue	14:00-16:00		
<b>Distance</b>	Approximately 100 metres away from the current branch, along level terrain.		
<b>Products &amp; Services</b>	The majority of services will continue to be available, however excluding Euros.		
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> The premises has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p><b>Parking/Buses</b> Roadside parking is available nearby.</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.**