



Dear Customer

**Branch Temporary Closure**

**Crafthole Post Office  
Crafthole, Torpoint, PL11 3BQ**

We are writing to inform you that, regrettably, following the retirement of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing on Friday 30 June 2023 at 13.00.

Post Office is facing a particularly challenging period, as are other high street retailers. The impact of rising costs, inflation and restrictions on our funding from Government mean that while we will always look to reopen branches when they close, we cannot commit to doing so in every instance. We will be evaluating Post Office service provision in the area and every effort will be made to mitigate the impact this closure will have on the local community. We want to ensure customers can access our quality services and products across the Post Office network and it is important that any future service is sustainable for the operator and for Post Office Limited. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a Post Office and 90% are within 1 mile and will continue to review this position and prioritise those areas with the highest need.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the local area to inform customers.

If you are a local representative it would be helpful if you could share this information through your social media channels and 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 posters, please let us know.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

If you are a local representative we will write to you again if we have any news about plans for future service provision in the local area.

Yours faithfully

***Matthew Walls***

**Matthew Walls**

**Network Provision Lead**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

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

FREEPOST Your Comments

## Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website

[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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### St Germans Post Office

St Germans Community Shop  
Fore Street  
St Germans  
Saltash  
PL12 5NR

### Services

Offers similar services, however excluding On Demand Travel Insurance.

### Access

This branch has a wide door and level access at the entrance.

### Opening times

Monday – Friday	09:00 to 13:00 15:00 to 17:00
Saturday	09:00 – 12:00
Sunday	09:00 – 11:00

### Getting there

This Post Office service is located approximately 3.4 miles away from Crafhole branch, along varied terrain. There is a small dedicated car park and limited roadside parking. There is no direct bus service between Crafhole branch and this Post Office service.

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### Torpoint Post Office

72 Fore Street  
Torpoint  
Plymouth  
PL11 2AA

### Services

Offers similar services, with the addition of with the addition of a comprehensive range of Travel Money, Passport Check & Send and Vehicle Tax.

### Access

This branch has a wide door with level access at the entrance.

### Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

### Getting there

This Post Office service is located approximately 5.1 miles away from Crafhole branch, along varied terrain. Time restricted parking is available outside the premises. There is a bus service between Crafhole branch and this Post Office service. The nearest bus stop is approximately 110 metres away.

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**Millbrook Post Office**

The Rame Centre  
3 West Street  
Millbrook  
Torpoint  
PL10 1AA

**Services**

Offers similar services, with the addition of Euro Travel Money however excluding On Demand Travel Insurance.

**Access**

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

**Opening times**

Monday	Closed
Tuesday	09:00 – 12:00
Wednesday - Thursday	Closed
Friday	09:00 – 12:00
Saturday - Sunday	Closed

**Getting there**

This Post Office service is located approximately 4.2 miles away from Crafhole branch, along varied terrain. Roadside parking is available nearby. There is a bus service between Crafhole branch and this Post Office service. The nearest bus stop is approximately 220 metres away.

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**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](https://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 closure<sup>1</sup> / 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.