



Dear Customer

Branch Temporary Closure & Commencement of the new Outreach Service

**Dalwood Post Office
The Knapp, Dalwood, Axminster, EX13 7EJ**

We are writing to inform you that, regrettably, following the resignation of the postmaster, the above branch will be closing on Thursday 27 January 2022 at 11:30.

We will reinstate this service as a Hosted Outreach, commencing on Friday 11 February 2022 at 10:00. The new service will be operating from the same premises by the postmaster from Churchinford Post Office, offering a range of Post Office products and services. Full details of the new service are provided at the end of this letter.

We hope that you and our customers will continue to use this service. 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.

We will display posters in the branch to inform customers.

During the period between branch closure and new Outreach service commencement, customers requiring Post Office facilities may use any convenient Post Office service. Details of three alternative Post Office branches are provided below for your convenience:

- Membury Post Office, Membury Village Hall, Membury, Axminster, EX13 7AF
- Axminster Post Office, West Street, Axminster, EX13 5NU
- Colyton Post Office, Market Place, Colyton, Devon, EX24 6JR

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

Thank you for your support in maintaining a Post Office service.

Yours faithfully

Matthew Walls

**Matthew Walls
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk
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

Dalwood Post Office Outreach service

The Knapp
Dalwood
Axminster
EX13 7EJ

Services

A range of Post Office products and services will be available.

Access

No Change.

Opening times

Friday	10:00 – 12:00
--------	---------------

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

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 closure¹ / 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ 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.