



Dear Customer

Denbury Post Office®
11 North Street, Denbury, Newton Abbot, TQ12 6DJ

I am writing to confirm the introduction of a Hosted Outreach service at the above location which commenced on 14 September 2017.

We received just 1 individual response from a customer during the consultation period. The feedback welcomed the restoration of post Office service in the local community.

After further discussions with the operator, the opening times have been revised and the service will operate on Tuesday mornings.

We do understand that for some customers the service times may be less convenient, however, we do consider that these hours will meet the needs of our customers and allow us to maintain a sustainable service 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.

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: 234552





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: 03457 22 33 44
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.



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.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

Details of the new Hosted Service

Denbury Post Office Service

Church Cottage
Denbury
Newton Abbot
TQ12 6DH

Opening times

Tuesday	09:30 – 11:30
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Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.