



Dear Sir/Madam

**Downderry Post Office®  
Parkville, Downderry, Torpoint, PL11 3JZ**

**Service Re-opening**

I am pleased to inform you that we have restored Post Office services to Downderry on Wednesday 04 April 2018. The branch closed temporarily in March 2018 due to the resignation of the Postmaster and the withdrawal of the premises for Post Office use. We are pleased to be able to reinstate the service as a temporary measure while we continue to seek a permanent solution.

The new service will be operated from the same location and will offer a wide range of Post Office products and services. The service will be changing the opening hours which will commence from Tuesday 26 June 2018.

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 service. 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

*Lewis Horn*

**Lewis Horn  
Area Network Change 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](http://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](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

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**Details of the new service:****Downderry Post Office**

Parkville  
Downderry  
Torpoint  
PL11 3JZ

**Current opening times**

Wednesday	14:00 – 16:00
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**New opening times from 26 June 2018**

Tuesday	13:00 – 15:00
Friday	13:00 – 15:00

**Services**

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

**Access and facilities**

No change.

**Transport/parking**

No change.

**Route**

No change.

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**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.**