



Dear Customer

Dulverton Post Office, 27 Fore Street, Dulverton, Somerset, TA22 9EX
Changes to Dulverton Outreach Services at Brompton Regis, Rackenford,
West Anstey, Hawkridge, & Oakford

We are writing to inform you that, regrettably, the postmaster from Dulverton Post Office who provides the Outreach services, on our behalf, at Brompton Regis, Rackenford, West Anstey Hawkridge & Oakford, will no longer be able to run these services. Therefore, these Outreach services will be closing temporarily on Sunday 1 October 2023.

Looking after a nationwide network of Post Office services, we have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. We can assure you that we will continue to work to find a solution that will provide a Post Office service to Brompton Regis, Rackenford, West Anstey Hawkridge & Oakford communities.

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.

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

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 would like to apologise for any inconvenience these temporary closures may cause. We hope that our customers will continue to use Post Office services and details of possible alternative Post Office branches in the area are shown at the end of this letter. There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We will write to you again once we have any news about our plans for future service provision.

Yours sincerely

Antoinette Chitty

Antoinette Chitty
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

Customers may continue to use Dulverton Post Office for everyday Post Office products and services. Details of possible alternative Post Office branches in the area are provided below for your convenience:

Alternative branches

There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Alternative Services for Brompton Regis Outreach Post Office Service, Brompton Regis Village Hall, Brompton Regis, Dulverton, TA22 9NL

Wheddon Cross Post Office

The Garage
Wheddon Cross
Minehead
Somerset
TA24 7DR

Services

Offers similar services, however excluding Vehicle Tax, Euros and Dollars on Demand Travel Money.

Opening times

Monday – Saturday	08:00 – 18:30
Sunday	10:00 – 16:00

Access

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

Getting there

This Post Office service is located approximately 5.5 miles away from Brompton Regis Outreach service, along varied terrain. There is a dedicated car park located at the rear of the branch. There is no direct bus service available between Brompton Regis Outreach service and this Post Office service.

Dulverton Post Office

27 Fore Street
Dulverton
Somerset
TA22 9EX

Services

Offers the same services.

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 12:30

Access

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

Getting there

This Post Office service is located approximately 4.4 miles away from Brompton Regis Outreach service, along varied terrain. Time restricted roadside parking is available nearby. There is no direct bus service between Brompton Regis Outreach service and this Post Office service.

**Alternative Services for Rackenford Outreach Post Office Service,
Rackenford Village Shop, Rackenford, Tiverton, Devon, EX16 8DT**

Witheridge Post Office

17 West Street
Witheridge
Tiverton
Devon
EX16 8AA

Opening times

Monday – Sunday	09:00 – 18:00
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Services

Offers similar services, with the addition of National Lottery, however excluding Dollar On Demand Travel Money.

Access

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

Getting there

This Post Office service is located approximately 4.4 miles away from Rackenford Outreach service, along varied terrain. Parking is available outside the branch and nearby. There is no direct bus service between Rackenford Outreach service and this Post Office service.

Bishops Nympton Outreach

Post Office Service

Spire Lake Close
Bishops Nympton
South Molton
Devon
EX36 4NY

Opening times

Monday – Saturday	09:15 – 13:00
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Services

Offers similar services, however excluding Vehicle Tax, Euros and Dollars on Demand Travel Money.

Access

This Outreach service premises has a wide door and level access at the entrance.

Getting there

This Outreach Post Office service is located approximately 7.9 miles away from Rackenford Outreach service, along varied terrain. Roadside parking is available nearby. There is no direct bus service between Rackenford Outreach and this Post Office service.

Alternative Services for West Anstey Outreach Post Office Service,
West Anstey Village Hall, South Molton, Devon, EX36 3NU

Dulverton Post Office Service

27 Fore Street
Dulverton
Somerset
TA22 9EX

Services

Offers the same services.

Access

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

Opening times

Monday - Friday	09:00 -17:30
Saturday	09:00 -12:30

Getting there

This Post Office service is located approximately 5.9 miles away from West Anstey Outreach service, along varied terrain. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

**Bishops Nympton Outreach
Post Office Service**

Spire Lake Close
Bishops Nympton
South Molton
Devon
EX36 4NY

Services

Offers similar services, however excluding Vehicle Tax, Euros and Dollars on Demand Travel Money.

Opening times

Monday - Saturday	09:15 – 13:00
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Access

This Outreach service premises has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 6.2 miles away from West Anstey Outreach service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

During the temporary closure of the Hawkrigde Outreach Home Service Post Office, customer may continue to use any Post Office services, details of alternative Post Office branches in the area are shown below.

The latest available branch information can be found on our website,
www.postoffice.co.uk/branch-finder

Withypool Post Office

Old Bridge Road
Withypool
Minehead
Somerset
TA24 7QP

Services

Offers similar services with the addition National Lottery.

Access

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

Opening times

Monday - Saturday	08:30 -17:00
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Getting there

Parking is available nearby.

Dulverton Post Office Service

27 Fore Street
Dulverton
Somerset
TA22 9EX

Services

Offers similar services with the addition Vehicle Tax, Euros and Dollars on Demand Travel Money.

Access

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

Opening times

Monday - Friday	09:00 -17:30
Saturday	09:00 -12:30

Getting there

Parking is available nearby.

During the temporary closure of the Oakford Outreach Home Service Post Office, customer may continue to use any Post Office services, details of alternative Post Office branches in the area are shown below.

The latest available branch information can be found on our website,
www.postoffice.co.uk/branch-finder

Bampton Post Office

2-6 Newton Square
Bampton,
Tiverton
Devon
EX16 9NE

Opening times

Monday - Sunday	08:00 -20:00
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Services

Offers similar services with the addition Vehicle Tax, Euros and Dollars on Demand Travel Money and National Lottery.

Access

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

Getting there

Parking is available nearby.

Dulverton Post Office Service

27 Fore Street
Dulverton
Somerset
TA22 9EX

Opening times

Monday - Friday	09:00 -17:30
Saturday	09:00 -12:30

Services

Offers similar services with the addition of, Euros and Dollars on Demand Travel Money and Vehicle Tax.

Access

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

Getting there

Parking is available nearby.

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.