



4 December 2017

Dear Sir/Madam

**Fraddon Post Office®**  
**Kingsley Village, Penhale, Fraddon, St Columb, TR9 6NA**

I am writing to confirm that we have re-opened the service at Fraddon, as a Hosted outreach service. The new service commenced on Thursday 19 October 2017 and operates on Tuesday 08:30 – 11:30 and Thursday 13:00 – 16:00.

We received two individual comments from customers and during the consultation period. The feedback welcomed the restoration of Post Office services to Fraddon, however some comments said that the opening hours may not be sufficient to meet the needs of the local community. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account in finalising our plans for the new service.

Our priority is to safeguard Post Office services to local community and it is therefore important that the new service is sustainable for our operator, who provides the service on our behalf. We do understand that for some customers the new hosted service times may be less convenient, however, we do consider that the hours for the new service will meet the needs of our customers in Fraddon and allow us to maintain a sustainable service in the longer term. We will, however, continue to review and monitor the service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the new service will meet the needs of our customers whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Further details of the new service are provided at the end of this letter.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 42355599.

Thank you for considering our proposal.

Yours faithfully

*Sarah Cottrell*

**Sarah Cottrell**  
**Network Operations Area Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
  -  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
  -  Customer Helpline: 03452 66 01 15  
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.



**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.**

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](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 assistance.

**Details of the new service:**

<div><div><div>Fraddon Post Office</div><div>Indian Queens Victory Hall</div><div>St Francis Road</div><div>Fraddon</div><div>TR9 6PN</div></div><div><div></div><div>Opening times</div><div><table><tr><td>Tue</td><td>08:30 - 11:30</td></tr><tr><td>Thu</td><td>13:00 - 16:00</td></tr></table></div></div></div>	Tue	08:30 - 11:30	Thu	13:00 - 16:00	<div><div><div></div><div>Services</div></div><div><p>A range of key Post Office products and services will be available.</p><p>Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p></div></div> <div><div><div></div><div>Access and facilities</div></div><div><p>This branch has a wide door and a ramp at the entrance.</p></div></div>	<div><div><div></div><div>Transport/parking</div></div><div><p>Forecourt parking is available at the proposed premises.</p><p>There is a frequent bus service available between Fraddon Post Office and this proposed premises.</p><p>The nearest bus stop is approximately 50 metres away.</p></div></div> <div><div><div></div><div>Route</div></div><div><p>1.4 miles away from the current branch, along varied terrain.</p></div></div>
Tue	08:30 - 11:30					
Thu	13:00 - 16:00					