



Dear Customer

**Branch Temporary Closure**

**Glenville Road Post Office  
50 Glenville Road, Yeovil, BA21 5AF**

We are writing to advise you that, for operational reasons, the above branch closed temporarily on Tuesday 11 October 2022.

The Outreach Post Office services at Chilthorne Domer, Tintinhull, Odcombe, Melbury Osmond and the Mobile Post Office services at Corton Denham, Charlton Horethorne, North Cadbury and Buckorn Weston have also ceased on this date. Please accept my apologies for the late notification on this occasion.

We are working to restore Post Office services at Glenville Road and at the above locations. I would like to apologise for any inconvenience this temporary closure may cause locally.

In the interim, we hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter.

Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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.

If you are a local representative, we will ensure that you are kept advised of developments in due course.

We would like to thank you for your patience at this time.

Yours faithfully

*Antoinette Chitty*

**Antoinette Chitty  
Network Provision Lead**

**How to contact us:**

[comments@postoffice.co.uk](mailto: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](http://postoffice.co.uk/privacy)

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.

#### 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](http://www.postoffice.co.uk/branch-finder)

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

- Westfield Post Office, The Co-operative Food Store, 72 Stiby Road, Westfield, Yeovil, BA21 3EG
- Montacute Post Office, Stax Store, Townsend, Montacute, TA15 6XH
- West Coker Village Post Office, Saunders Store, 15 High Street, West Coker, Yeovil, BA22 9AP
- Yetminster Post Office, Spar Store, 2 Sunnyside, High Street, Yetminster, Sherborne, DT9 6LF
- Queen Camel Post Office, Premier Store, High Street, Queen Camel, Yeovil, BA22 7NG
- Crackmore Post Office, Central Store, Sherborne Road, Milborne Port, Sherborne, DT9 5AU
- Castle Cary Post Office, Hart House, Fore Street, Castle Cary, BA7 7BQ
- Wyke Post Office, One Stop Store, Broad Robin, Wyke, Gillingham, SP8 4PJ

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**Hundredstone Post Office**

McColls Store  
53 Glenthorne Avenue  
Yeovil  
BA21 4PN

**Opening times**

Monday - Sunday	07:00 – 22:00
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**Getting there**

This Post Office service is located approximately 0.8 miles away from Glenville Road branch, along varied terrain.

Parking is available on the forecourt outside the branch and further roadside parking is available nearby. There are local buses serving in the surrounding area.

**Services**

The same range of services will continue to be available, with the addition of National Lottery, however, excluding On Demand Travel Insurance, Vehicle Tax, Euros and Dollars On Demand Travel Money.

**Access**

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

Internally, there is a hearing loop and space for a wheelchair.

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**Yeovil Post Office**

WHSmith Store  
10 Middle Street  
Yeovil  
BA20 1PZ

**Opening times**

Monday - Saturday	08:30 – 17:30
Sunday	10:00 – 14:00

**Getting there**

This Post Office service is located approximately 0.9 miles away from Glenville Road branch, along varied terrain.

There are designated disabled parking bays outside the shopping parade on Middle Street. Further parking is available at Peter Street Pay & Display Car Park located 130 metres away. There are local buses serving in the surrounding area.

**Services**

The same range of services will continue to be available, with the addition of a comprehensive range of Travel Money, and Passport Check.

**Access**

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

Internally, there is a hearing loop and space for a wheelchair.

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**Cavalier Way Post Office**

Tesco Store  
2 Cavalier Way  
Yeovil  
BA21 5UB

**Opening times**

Monday – Sunday	07:00 – 22:00
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**Getting there**

This Post Office service is located approximately 0.9 miles away from Glenville Road branch, along varied terrain.

There is a free customer car park outside the branch with designated disabled parking bay. There are local buses serving in the surrounding area.

**Services**

The same range of services will continue to be available with the addition National Lottery, however, excluding On Demand Travel Insurance, Vehicle Tax, Euros and Dollars On Demand Travel Money.

**Access**

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

Internally, there is a hearing loop and space for a wheelchair.

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## **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](https://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 closure<sup>1</sup> / 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**

<sup>1</sup> 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.