



Dear Customer

### **Changes to Gunnislake Outreach Services**

#### **Affecting: Bere Ferrers, Milton Abbot, Calstock and St Dominick Hosted Outreaches**

We are writing to inform you that, regrettably, due to low customer usage and the resignation of the Postmaster, Bere Ferrers and Milton Abbot Hosted Outreaches will be closing on Monday 26 January 2026. These Outreaches are operated by the Postmaster from Gunnislake Post Office who has resigned from running these services as they are no longer sustainable to host.

Also, due to operational reasons, Calstock Hosted Outreach will be closing from Thursday 29 January 2026 until Thursday 5 February 2026 and St Dominick Hosted Outreach will be closing from Friday 30 January 2026 until Friday 6 February 2026.

We apologise for the inconvenience these closures may cause. I would like to assure you that we are working hard to keep any period of closure to a minimum and to reinstate these Post Office Outreach services to the local community as soon as possible.

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. 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 will display posters at the Outreach locations to let our customers know. If you are a local representative, 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.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notifications is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

*Matt Walls*

**Matt Walls**  
**Area Change Manager**

#### **How to contact us:**

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

[postofficeviews.co.uk](http://postofficeviews.co.uk)

FREEPOST Your Comments

## Alternative branches for Bere Ferrers Hosted Outreach:

St Andrews Church Hall, Station Road, Bere Ferrers, Yelverton,  
Devon, PL20 7JS

Bere Alston Post Office		Services
25 Fore Street Bere Alston Yelverton PL20 7AA		Offers similar services, with the addition of Euros and Dollars Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 18:00	There is a ramp at the entrance to the premises.
Sat	09:00 – 15:00	
Sun	Closed	
Getting there		
Approximately 2.7 miles from Bere Ferrers Hosted Outreach Service, along varied terrain. Parking is available nearby. Public transport is available between these Post Office branches.		

Buckland Monachorum Outreach		Services
Buckland Chapel Trust The Village Buckland Monachorum Yelverton, PL20 7LZ		Offers similar services with the addition of Vehicle Tax.
Opening times		Access
Wednesday	09:30 – 10:30	There is a ramp at the entrance to the premises.
Getting there		
Approximately 5.9 miles from Bere Ferrers Hosted Outreach Service, along varied terrain. Parking is available nearby. Public transport is available between these Post Office branches.		

## Alternative branches for Milton Abbot Hosted Outreach:

Milton Abbot Village Hall, Milton Abbot, Tavistock, PL19 0PP

Lifton Post Office		Services
Fore Street Lifton PL16 0AA		Offers similar services, with the addition of Euros Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		

Approximately 5.7 miles from Milton Abbot Hosted Outreach Service, along varied terrain.  
Roadside parking is available nearby.  
Public transport is available between these Post Office branches.

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Stoke Climsland Post Office		Services
Stoke Climsland Callington PL17 8NY		Offers similar services, with the addition of Euros Travel Money.
Opening times		Access
Mon - Fri	09:00 – 17:00	There is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		

Approximately 6 miles from Milton Abbot Hosted Outreach Service, along varied terrain.  
Roadside parking is available nearby.  
Public transport is available between these Post Office branches.

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**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.**

## **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
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

**These Principles have been agreed with Citizens Advice, Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.**

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.