



Dear Customer

Changes to Gunnislake Mobile
Affecting South Petherwin, Chillaton, Milton Abbott, Calstock, St Dominick

We are writing to inform you that, regrettably, due to low customer usage the services at Chillaton, operated by the Postmaster from Gunnislake Post Office has become unsustainable for the postmaster to operate, and it will be closing week commencing 22 May 2023.

Post Office is facing a particularly challenging period, as are other high street retailers. The impact of rising costs, inflation, and restrictions on our funding from Government mean that while we will always look to reopen branches when they close, we cannot commit to doing so in every instance. We will be evaluating Post Office service provision in the area and every effort will be made to mitigate the impact this closure will have on the local community. We want to ensure customers can access our quality services and products across the Post Office network and it is important that any future service is sustainable for the operator and for Post Office Limited. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a Post Office and 90% are within 1 mile and will continue to review this position and prioritise those areas with the highest need.

As a result of the closure, there will be some changes to the opening times at South Petherwin, Milton Abbott, Calstock and St Dominick also operated by the postmaster from Gunnislake Post Office. Changes to these services will take place week commencing 22 May 2023.

Further details of the changes to existing services are provided at the end of this letter.

We will display posters locally 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 Notification is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

Matthew Walls

Matthew Walls
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of the change to existing Mobile services:

**South Petherwin Mobile Service, Methodist Church Hall, South Petherwin,
Launceston, Cornwall, PL15 7LE**

Current opening times

Thursday	15:00 – 17:00
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New opening times

Monday	15:00 - 17:00
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**Milton Abbott Mobile Service, Milton Abbot Village Hall, Milton Abbot, Tavistock,
Devon, PL19 0PP**

Current opening times

Tuesday	09:00 – 12:00
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New opening times

Monday	12:00 – 14:00
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**Calstock Mobile Service, Calstock Village Hall, The Quay, Calstock
Cornwall, PL18 9QA**

Current opening times

Tuesday	14:00 – 17:00
Thursday	09:00 – 13:00

New opening times

Tuesday	14:00 – 17:00
Thursday	09:00 – 12:00

**St Dominick Mobile Service, St Dominick Community Shop, The Quay, St Dominick
Saltash, Cornwall, PL12 6TD**

Current opening times

Friday	09:00 – 13:00
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New opening times

Tuesday	09:00 – 12:00
Friday	09:00 – 12:00

**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

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

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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.