



Holcombe Rogus Post Office®
Village Store, Pound Hill, Holcombe Rogus, Wellington, TA21 0PJ

I am writing to confirm that we have re-opened the service at Holcombe Rogus, as a Hosted outreach service. The new service commenced on Thursday 23 January 2018. As a result of customer feedback the hours of the service have been adjusted to 09:00-11:00 on Tuesdays to better suit customer demand.

We received 16 individual responses from customers and local representatives along with a petition during the consultation period. The feedback commented 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 Holcombe Rogus 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. When entering the website you will be asked to enter the code for this branch: 186549.

Posters will now be displayed to let customers know about this decision.

Thank you for considering our proposal.

Yours sincerely

Sarah Cottrell

Sarah Cottrell
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

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. 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.

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.

Details of the new service:

Previous times

Monday	09:00-13:00
Tuesday	09:00-13:00
Wednesday	09:00-13:00
Thursday	09:00-13:00
Friday	09:00-13:00

New times

Tuesday	09:00-11:00
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Services

The same range of services will continue to be available however excluding Euro Travel Money.

Access and facilities

No change

Transport/parking

No change
