



Dear Sir/Madam

Marshwood Post Office®
Marshwood Garage, Marshwood, Bridport, DT6 5QD

Branch Temporary Closure

I am writing to inform you that, due to unforeseen circumstances the above branch closed temporarily on 22 May 2018. Please accept my apologies for the late notification on this occasion.

Looking after a nationwide network of Post Office services, we have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. I can assure you that we will continue to work to find a solution that will provide a Post Office service to the Marshwood community.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code at the end of this letter. If others in your organisation are interested in the proposal, please feel free to let them know about it.

I would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

I will write to you again once I have any news about our plans for future service provision.

Yours sincerely

Marie Tighe

Marie Tighe
Area Network Change Manager

How to contact us:

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

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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 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.

Alternative branches:**Thorncombe Post Office**

Thorncombe Stores
Chard Street
Thorncombe
Chard
TA20 4NF

Services

The same range of services will continue to be available with the addition of comprehensive range of Travel Money and Passport Check & Send, however excluding National Lottery.

Access and facilities

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

Transport/parking

Roadside parking is available nearby. There is a frequent bus service available between Marshwood branch and this Post Office service. The nearest bus stop is 78 metres away.

Route

This Post Office service is located approximately 2.7 miles away from Marshwood branch, along varied terrain.

Opening times

Monday	10:00 – 12:00
Tuesday	Closed
Wednesday	10:00 – 12:00
Thursday	Closed
Friday	Closed
Saturday	Closed

Raymonds Hill Post Office

Charmouth Road
Axminster
EX13 5SZ

Services

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

Access and facilities

This branch has a wide door and steps at the entrance.

Transport/parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 5.4 miles away from Marshwood branch, along varied terrain.

Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 13:00

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.