



Dear Customer

Branch Temporary Closure & Changes to Woolsery Mobile Service

**Merton Post Office
Clinton Terrace, Merton, Okehampton, EX20 3DZ**

We are writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use the above branch will be closing temporarily on Friday 29 October 2021 at 17:30.

However, we are pleased to inform you that the Postmaster from Woolsery Post Office is willing to offer services to the local community with the introduction of a Mobile Service while we continue to seek a permanent solution. We are scheduled to restore Post Office services to Merton on Thursday 4 November 2021. The new Mobile Service will be located at: Merton Parish Square, Merton, Okehampton, EX20 3EE and will offer a wide range of Post Office products and services.

To accommodate this new Mobile Service, we have made some changes to the current services at Buckland Brewer and Monkleigh. The Monkleigh service will now operate from 15:15 – 16:15 on Thursdays. The Buckland Brewer service will cease operating on Thursdays but will continue to operate on Monday 13:55 – 15:20, Tuesday 13:55 – 15:05, Wednesday 13:55 – 15:20 and Friday 13:55 – 15:20. These changes will take effect from Thursday 4 November 2021. Further details of the new temporary service and changes are provided at the end of this letter.

We would like to apologise for the inconvenience the temporary closure of Merton Post Office may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are listed below. 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

- Dolton Post Office, Church Street, Dolton, Winkleigh, EX19 8QE
- Sheepwash Post Office, The Square, Sheepwash, Beaworthy, EX21 5NE

I would like to assure you that we are working hard to keep this period of closure to a minimum and we are currently investigating the options available which will enable us to find a permanent solution. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

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 at the end of the letter. 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 Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch and local area to inform customers.

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 are a local representative, we will write to you again once we have any news about our plans for future service provision.

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 new Mobile service:**Merton Mobile service**

Merton Parish Square
Merton
Okehampton
EX20 3EE

Opening times

Thursday	13:30 – 14:30
----------	---------------

Services

A wide range of services will continue to be available.

Parking

Parking is available close to the Mobile Van.

Access

There is a step into the Mobile vehicle with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Getting there

This Post Office service will be located approximately 300 metres from Merton Post Office.

Details of changes to existing Mobile services:**Monkleigh Mobile Service**

Monkleigh Village Hall car park, Monkleigh, EX39 5JT

Current opening times

Thursday	13:50 – 14:50
----------	---------------

New opening times

Thursday	15:15 – 16:15
----------	---------------

Buckland Brewer Mobile Service

Outside Buckland Brewer Village Hall, Castle Cottages, Buckland Brewer, Bideford, EX39 5LP

Current opening times

Mon - Wed - Fri	13:55 – 15:20
Tuesday	13:55 – 15:05
Thursday	15:05 – 16:30

New opening times

Mon - Wed - Fri	13:55 – 15:20
Tuesday	13:55 – 15:05

**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

Call: 03452 66 01 15

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.