



Dear Customer

**Parracombe Post Office®**  
**Previously located at: Parracombe, Barnstaple, EX31 4PE**

We have reopened the above branch as a Hosted Outreach Service at Fox and Goose Pub, Parracombe, Barnstaple, EX31 4PE on Thursday 5 April 2018. On our consultation materials we had said that the service was due to re-open on 15 February 2018, however due to technical issues the re-opening was delayed. Please accept my apology for late notification.

We received 10 individual responses from customers during the consultation period. The majority of respondents welcomed the proposal of the re-opening as it enabled us to restore Post Office services to Parracombe community, however other feedback commented that the proposed opening times may not be adequate to meet the needs of customers using the Post Office in the areas. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans.

We do understand that for some customers the new opening times may be less convenient than for others and naturally we regret this. However we do consider that the hours for the Hosted service will allow us to restore a service to the community for the longer term. We will, however, continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

I am confident that the new service can meet the needs of our customers in the local community.

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

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).




Thank you for considering our proposal.

Yours faithfully

*Matthew Walls*

**Matthew Walls**  
**Area Network Change Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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](http://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.

#### **Details of the new service:**

<b>Parracombe Hosted Service</b> Fox & Goose Pub Parracombe Barnstaple EX31 4PE  <b>Proposed Opening times</b> <table><tr><td>Thursday</td><td>11:30 – 13:30</td></tr></table>	Thursday	11:30 – 13:30	<b><u>Services</u></b> A wide range of Post Office services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.  <b><u>Access and facilities</u></b> Fox & Goose Pub has a wide door and steps at the entrance.  <b><u>Parking</u></b> There is a car park opposite the pub.  <b><u>Route</u></b> 120 metres from the previous branch along hilly terrain.
Thursday	11:30 – 13:30		

**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.**