



Dear Customer

**St Breward Post Office®
The Row, St Breward, Bodmin, PL30 4LN**

Local Public Consultation Decision

I am writing to confirm that we are proceeding with our proposal to relocate this branch to St Breward Stores, Churchtown, St Breward, Bodmin, PL30 4PP.

We received 2 individual responses from customers and local representatives during the consultation period. Feedback welcomed the ease of access inside the proposed shop and the move to St Breward Stores as it would keep a Post Office service in the local community. However, slight concern was expressed about the distance from the centre of the village to the new location. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account in finalising our plans for the new service.

I appreciate that the new premises are approximately 850 metres from the previous branch and for some customers this will mean a slightly longer journey. I acknowledge that this could cause inconvenience to some people for which I apologise.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Our priority is to safeguard Post Office services to the local community in the longer term. The relocation of St Breward Post Office branch allows us to maintain access to Post Office services in the area, and to improve existing facilities.

The branch closed on Thursday 1 June 2017 at the previous location and new branch opened at St Breward Stores, Churchtown on Monday 10 July 2017.

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: 428555

Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell

**Sarah Cottrell
Network Operations Area Manager**

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



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:

St Breward Stores & Post Office

Churchtown
St Breward
Bodmin
PL30 4PP



Opening times

Mon	07:30 - 19:30
Tue	07:30 - 19:30
Wed	07:30 - 19:30
Thu	07:30 - 19:30
Fri	07:30 - 19:30
Sat	07:30 - 19:30
Sun	09:00 - 17:00

Services

The same range of services will continue to be available.

Access and facilities

Access will be level with a wide door at the entrance

Transport/parking

There is a car park directly outside the premises. Local community are proposing a community bus to run once a week to provide transport to vulnerable customers.

Route

850 metres away from the previous branch, along varied terrain