



Dear Sir/Madam

Town Street Post Office®
8 Town Street, Shepton Mallet, BA4 5BG

Local Public Consultation Decision

I am writing to confirm that we will be proceeding with our proposal to relocate this branch to 30 High Street, Shepton Mallet, BA4 5AN.

We received 2 individual responses from customers during the consultation period. The feedback was mainly in support the proposed move to the new location however slight concern was express about the move from the current site. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new branch.

I acknowledge that the proposed premises is 124 metres from the current site and for some customers this may mean a slightly longer walk. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, there may be some customers for whom the proposed site is slightly closer and convenient as it is still centrally located within the community as a whole.

I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the new branch can meet the needs of our customers in the local community. The current operator will continue to operate this branch from the new premises and the range of Post Office products and services will remain the same but the opening times will be longer. Full details of the new branch are provided at the end of this letter.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

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: 17050499





Thank you for considering our proposal.

Yours faithfully

Adam Williams

Adam Williams
Multiple Account Executive

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:

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