



Dear Customer

**Upton Cross Post Office®
Upton Cross, liskeard, PL14 5AX**

Service Re-opening

We are delighted to let you know that we will be restoring Post Office services to Upton Cross on 30 May 2018. The branch closed temporarily in April 2018 following the resignation of the Postmaster and the withdrawal of the premises for Post Office use. We are pleased to be able to reinstate the service as a Hosted Outreach service.

The new service will be operated from Linkinhorne Parish Hall, Upton Cross, Liskeard, PL14 5AN and will offer a wide range of Post Office products and services. Full details of the new service are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use the branch. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please write to me via the Communication and 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".

We're carrying out this communication in line with our Principles of Community Engagement. You can find more information about these Principles at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours sincerely

Lewis Horn

**Lewis Horn
Area Network Change Manager**

How to contact us:

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

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [postoffice.co.uk/privacy](https://www.postoffice.co.uk/privacy)

The Principles of Community Engagement have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

A full copy of these Principles are available on [postofficeviews.co.uk](https://www.postofficeviews.co.uk)

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.

New Service Details:

Upton Cross Hosted Outreach

Linkinhorne Parish Hall
Upton Cross
Liskeard
Cornwall
PL14 5AN

Services

The same range of services will continue to be available with the addition of Dollar Travel Money.

Access and facilities

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

Transport/Parking

Roadside parking is available nearby.

Opening times

Wednesday	14:00 – 17:00
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Distance

This Post Office service is located approximately 0.1 miles away from Upton Cross branch, along level terrain.

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.