



Dear Customer

**Branch Temporary Closure**

**Woolsery Post Office**

**Woolsery Post Office and Stores, Woolsery, Bideford, EX39 5QS**

We are writing to let you know that the refurbishments at the above premises have now been completed and your new-look Post Office service opened on Monday 20 March 2023.

Due to the delays in completing the works at the above location, the branch did not open as previously advised. Please accept our apologies for any inconvenience caused by the delay and the temporary closure.

We are pleased to confirm the Mobile services at Shebbear, Langtree, and Buckland Brewer, will continue to operate with the original opening times, from this date.

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 this service. If you are a local representative, 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 contact the National Consultation Team, as detailed 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 notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We would like to thank you for your patience at this time.

Yours faithfully

*Matthew Walls*

**Matthew Walls**  
**Network Provision Lead**

How to contact us:

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

**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.**

### Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours.  
The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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#### Details of Post Office service at: Woolsery

**Woolsery Post Office and Stores, Woolsery, Bideford, EX39 5QS**

##### Opening times

Monday to Friday	09:00 – 16:00
Saturday	09:00 – 12:00
Sunday	Closed

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#### Details of the Mobile service at: Shebbear

**Shebbear Mobile Service, Outside Devils Stone Inn, Shebbear, Beaworthy, EX21 5RU**

##### Opening times

Monday	09:00 – 11:20
Tuesday	09:10 – 11:20
Wednesday	09:10 – 11:20
Thursday	09:10 – 11:20
Friday	09:10 – 11:20

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#### Details of the Mobile service at: Langtree

**Langtree Mobile Service, Outside the Langtree Parish Hall, Langtree, Torrington, EX38 8NF**

##### Opening times

Monday	11:40 – 13:05
Tuesday	11:40 – 13:05
Wednesday	11:40 – 13:05
Friday	11:40 – 13:05

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#### Details of the Mobile service at: Buckland Brewer

**Buckland Brewer Mobile Service, Outside Buckland Brewer Village Hall, Castle Cottages,  
Buckland Brewer, Bideford, EX39 5HY**

##### Opening times

Monday	13:55 – 15:20
Wednesday	13:55 – 15:20
Friday	13:55 – 15:20

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## **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](https://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 closure<sup>1</sup> / 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**

<sup>1</sup> 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.