



Customer Service Centre
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Mrs Sally McKendrick
11 Oxford Square
Watchfield
SWINDON
SN6 8TB

Your Ref:

Our Ref: 1-3025489274

11 June 2014

Dear Mrs McKendrick,

Thank you for contacting me regarding Watchfield Post Office® branch.

I am sorry that the temporary closure of the branch has inconvenienced you. The provision of Post Office® services to our customers in the local community is important to us and any decision to temporarily close a branch is not taken lightly. I can assure you that we had no option other than to close the branch on this occasion.

Regrettably, following our current partners tendering their resignation and the premises no longer being available for Post Office® use, we had no other option but to temporarily close this branch.

The provision of a Post Office® service to our customers in the local community is important to us, and we will continue to work hard to restore services in the area as soon as possible. In this respect, we would welcome any applications from potential retail partners interested in running Watchfield Post Office® branch on behalf of Post Office Ltd. Should you know of any prospective candidates, please feel free to provide them with our Agency Recruitment team contact telephone number: 0845 601 6260. My colleagues in this team will be pleased to provide the specific details in relation to the vacancy at Watchfield. You may, therefore, wish to share this information with those in your community who you feel would have an active interest in this particular matter.

The details of your complaint have been included and recorded under the above reference number. If you need to contact us again about this matter, it would help us if you could quote our reference number to enable us to quickly access the information.

Once again please accept my apologies for the temporary closure of the branch.

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