



Post Office Limited
Post Office Customer Support Centre
Finsbury Dials
20 Finsbury Street
LONDON
EC2Y 9AQ
Your ref: CL19399

Mr Chris Loder MP
Member of Parliament for West Dorset
House of Commons
London
SW1 1AA

11 August 2021

Dear Mr Loder

RE: Melbury Osmond Post Office

Thank you for your letter of 30 July to Richard Hall. Richard has recently left Post Office and I have been asked to reply.

I'm very sorry that there have been service issues at the Outreach Post Office at Melbury Osmond. As you know all Post Office services are transacted online and unfortunately there has been connectivity problems at this location. I appreciate that our customers rely on their local branch, and I sincerely apologise for the disruption to services.

We will shortly be undertaking a review of the outreach services operated by the postmaster and this will include the Melbury Osmond service. As part of the review we will also consider how we can improve connectivity to maintain services at Melbury Osmond.

Our Customer Support team are responding to high volumes of enquiries at the moment which unfortunately has impacted on response times to customers. We responded to Mr Caesley on 30 July 2021 to advise that our IT Team were aware of the problem and were investigating the issue at Melbury Osmond, and I'm sorry that Mr Caesley experienced a delay in receiving his response.

Thank you for contacting us and please be assured that we will consider all options to maintain and restore reliable Post Office services to our customers at Melbury Osmond.

Kind regards

A handwritten signature in blue ink, appearing to read "Laura Tarling".

Laura Tarling
External Affairs Manager
Laura.tarling@postoffice.co.uk