

Post Office Ltd
1st Floor, Bunhill Row Wing
148 Old Street
London
EC1V 9HQ

Rachael Maskell MP – York Central
59 Holgate Road
York
YO24 4AA

11th December 2015

Dear Ms Maskell

Crichton Avenue Post Office

Thank you for your letter of 4th November 2015 about the above Post Office branch.

We have addressed the issues at the branch with Mrs Martin, the Postmaster, and, as you know, service to customers has been fully restored.

We have made a goodwill payment to Mrs Martin recognising the inconvenience she experienced. We took this action with consideration of all the facts and both our and Mrs Martin's contractual obligations. We believe this is a fair and reasonable approach to the matter, which we now consider closed, and we look forward to working with Mrs Martin to continue to provide Post Office service in her community.

I hope this reply is helpful.

Yours sincerely

Kevin Gilliland
Network and Sales Director

[HYPERLINK "GRO"]