



Dear Sir/Madam

**Auldgirth Post Office®
Auldgirth, Dumfries, DG2 0RZ**

Local Public Consultation Decision

I'm writing to confirm our final plans for the above outreach service which I'm pleased to confirm opened from the layby outside the existing premises, Auldgirth, Dumfries, DG2 0RZ on Friday 02 June 2017.

We received 4 individual responses from customers during the consultation period. The main feedback centred on the proposed opening times which respondents thought might be insufficient to meet the needs of customers in the area. Some respondents also raised transport issues.

While we do understand the desire locally to retain a full time service, this has to be balanced against the need for us to provide a sustainable service for our operator and Post Office Limited. Our proposal was aimed at providing a long-term viable solution, to enable us to maintain a service to the village for the future. I can confirm that the proposed hours of service have been based on customer usage and we are therefore confident that a Mobile service will adequately cope with customer demand. However, we will continue to review and monitor the service on an ongoing basis and should customer usage increase significantly, opening times would be adjusted accordingly.

As you will appreciate issues such as car parking and the reliability of transport links are a problem faced in many parts of the UK and not something we have direct control over. While I acknowledge the comments about transport, it is fair to say that this is a problem faced in many locations nationwide.

This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

I have carefully considered our original proposal, and the feedback received during the public consultation period. I am confident that the new service is suitable and will meet the needs of our customers in the local community. This move will secure Post Office services to the local community in the longer term. Full details of the new service are provided at the end of this letter.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 10281899





Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Kenny Lamont".

**Kenny Lamont
Network Operations Area Manager**

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Auldgirth Post Office information sheet	
Address	Layby outside the existing premises Auldgirth Dumfries DG2 0RZ
Opening hours	Friday 09:15 - 10:45
Distance	No change.
Products & Services	The same range of services will continue to be available.
Accessibility & accessibility works	<p style="text-align: center;">Access and facilities</p> <p style="text-align: center;">There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.</p> <p style="text-align: center;">Parking</p> <p style="text-align: center;">Parking available close to the Mobile Van.</p>
Date of Relocation	09:15 on Friday 02 June 2017