



Dear Sir/Madam

**Aviemore Post Office®
Grampian Road, Aviemore, PH22 1RH**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Aviemore News, Grampian Road, Aviemore, PH22 1RH, where it will operate as one of our new local style Post Office branches.

We received 1 individual response from a customer during the consultation period. The feedback welcomed the move and the proposed longer opening hours the new premises would provide.

I have carried out a final review of our original proposal and the feedback received during the local public consultation period. I was pleased to learn of the support for the move and we are delighted that this branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide long term viability and future sustainability.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as possible. Access at the new premises will be via an infill with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

The new local style Post Office will operate from two Post Office serving points, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services, including the facility to collect undeliverable items of mail, alongside retail transactions. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based, won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be offered can be accessed at Inverness Post Office, which offers the full range of services and can be reached by a direct bus service.

The change also means that local residents will benefit from longer opening hours, including Saturday afternoons and Sunday opening. These new hours will allow customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

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The current branch will close at 13:00 on Wednesday 26 July 2017, with the new branch opening, at Aviemore News, Grampian Road, at 13:00 on Wednesday 26 July 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

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: 14784099

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.




Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

This document is also available to view online, 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.



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

Aviemore Post Office information sheet

Address	Aviemore News Grampian Road Aviemore PH22 1RH														
Opening hours	<table border="1"><tr><td>Monday</td><td>07:00 – 17:30</td></tr><tr><td>Tuesday</td><td>07:00 – 17:30</td></tr><tr><td>Wednesday</td><td>07:00 – 17:30</td></tr><tr><td>Thursday</td><td>07:00 – 17:30</td></tr><tr><td>Friday</td><td>07:00 – 17:30</td></tr><tr><td>Saturday</td><td>07:00 – 17:30</td></tr><tr><td>Sunday</td><td>08:00 – 13:00</td></tr></table>	Monday	07:00 – 17:30	Tuesday	07:00 – 17:30	Wednesday	07:00 – 17:30	Thursday	07:00 – 17:30	Friday	07:00 – 17:30	Saturday	07:00 – 17:30	Sunday	08:00 – 13:00
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Sunday	08:00 – 13:00														
Distance	Next door to the current branch.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The new premises will have a wide door and an infill at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available nearby.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Wednesday 26 July 2017														

Aviemore Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	Current branch	New branch
Mail		
First & Second Class mail	✓	
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓	
Special stamps (Christmas issue only) & postage labels	✓	
Signed For	✓	
Special Delivery	✓	
Home shopping returns	✓	
Inland small, medium & large parcels	✓	
Express & contract parcels	✓	
British Forces Mail (BFPO)	✓	
International letters & postcards (inc. signed for & Airsure)	✓	
International parcels up to 2kg & printed papers up to 5kg	✓	
Parcelforce Worldwide International parcels	✓	
Articles for the blind (inland & international)	✓	
Royal Mail redirection service	✓	
Local Collect	✓	
Drop & Go	✓	
Withdrawals, deposits and payments		
Post Office Card Account	✓	
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓	
Postal orders	✓	
Moneygram	✓	
Change giving	✓	
Bill payments		
Bill payments (card, barcoded or manual)	✓	
Key recharging	✓	
Transcash (without barcode)	✓	
Driving		
Car tax	✓	
Travel		
Pre-order travel money	✓	
On demand travel money	✓	
Travel insurance referral	✓	
On demand travel insurance	✗	
Passport Check & Send	✗	
Mobile Top-ups & E vouchers		
Mobile Top-ups & E vouchers	✓	
National Lottery Terminal		
National Lottery Terminal	✓	
Payment by cheque		
Products marked ✗ are available at Inshes Post Office, Inshes Retail Park, Inverness, IV2 3TW	✓	
Other products and services are available at Inverness Post Office, 19 Queensgate, Inverness, IV1 1DF		Opening times: Mon – Sat 08:00 – 20:00 Sun 10:00 – 16:00 Mon, Wed, Thu, Fri & Sat 09:00 – 17:30 Tue 09:30 – 17:30