



Dear Customer

Branch Temporary Closure

**Bonnyton Post Office
25 Munro Avenue, Bonnyton, Kilmarnock, KA1 2PJ**

I am writing to update you on our previous communication informing you that the closure of the above branch had been delayed.

Our current retail partner has now confirmed a new closing date for the branch and it is now scheduled to close temporarily on Thursday 16 September 2021 at 12:30. We are looking to restore a Post Office service in this area as soon as possible.

Posters will be displayed in branch to let customers know about this change.

We would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

Yours faithfully

Daniel Rooney

**Daniel Rooney
Partner Account Manager**

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Waterloo Street Post Office

41 The Foregate

Kilmarnock

KA1 1LU

Services

The same range of services will continue to be available, with the addition of Car Tax, Passport Check & Send and National Lottery.

Opening times

Monday – Friday	09:00 – 16:30
Saturday	Closed
Sunday	Closed

Access

This branch has a wide door with a step at the entrance.

Getting there

This Post Office service is located approximately 0.9 miles away from Bonnyton branch, along varied terrain. Pay & display car park within 200m, with 4 dedicated disabled bays. There is a frequent bus service between Bonnyton branch and this Post Office service. The nearest bus stop is approx. 320 metres away.

Kilmarnock Post Office

38-40 King Street

Kilmarnock

KA1 1NP

Services

The same range of services will be available, with the addition of Car Tax, Passport Check & Send, Travel Money and On Demand Travel Insurance.

Opening times

Monday – Saturday	09:00 – 17:30
Sunday	Closed

Access

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 1 mile away from Bonnyton branch, along varied terrain. Parking is available in the Town Centre and Queens car park is approx. 350m away. There is a frequent bus service between Bonnyton branch and this Post Office service. The nearest bus stop is approx. 320 metres away.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.