



Dear Customer

**Brora Post Office**  
**Kelpies Treasure, Argyle House, South Brae, KW9 6NU**

We are writing to update you about Brora Post Office service.

Following the resignation of the postmaster and the withdrawal of the premises for Post Office use the above branch will now be temporarily closing at 13:00 on Friday 3 September 2021.

We will be restoring a temporary Post Office service in Brora on Thursday 9 September 2021 at 10:00.

The new temporary service will be operated from within the, Steps Emporium, Station Square, Victoria Road, Brora, KW9 6QJ.

Full details of the new temporary service are provided at the end of this letter.

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 below for your convenience. Due to the effects of Covid 19 branch opening hours may vary.

- Golspie Post Office, Main Street, Golspie, KW10 6TG
  
- Helmsdale Post Office, 2 Dunrobin Street, Helmsdale, KW8 6JA

The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours faithfully



**David Duff**  
**Network Provision Lead**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

**To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.**

Details of New Temporary Service at Brora:

**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](http://www.postoffice.co.uk/branch-finder)

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**Brora Post Office**

Steps Emporium

Station Square

Victoria Road

Brora

KW9 6QJ

**Services**

A range of services will continue to be available.

**Access**

The Steps Emporium has steps at the entrance and a wide door. Internally there will be a hearing loop.

**Opening times**

Tuesday	10:00 – 14:00
Thursday	10:00 – 14:00

**Getting there**

This temporary service is located approximately 230 metres away from the current Post Office branch, along level terrain.

Parking is available in the surrounding area.

There are local buses serving the surrounding area.

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## 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](https://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 closure<sup>1</sup> / 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.