



«Name» - «TitlePosition»  
«Organisation»  
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«Postcode»

5 October 2017

Dear «u\_name»

**Burntisland Post Office®**  
**Previously located at: 192-196 High Street, Burntisland, KY3 9AH**

**Local Public Consultation Decision**

I'm writing to confirm that we are proceeding with our proposal to re-open the above Post Office branch at Murdoch's, 103 High Street, Burntisland, KY3 9AA, where it commenced operating on Saturday 30 September 2017 as one of our new local style Post Office branches.

We received 6 individual responses from customers and local representatives during the local public consultation period. All of the feedback was positive and welcomed the restoration of Post Office services to the local community and the ease of access the new premises would provide. This feedback helped me to understand customers' views and was taken into account in finalising our plans for the new branch.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access is level with a wide door at the entrance. Inside Murdoch's, the new branch is 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 have been working closely with the new operator on the internal layout to make sure there is clear access into the premises and customers have adequate space to move around the store and access Post Office services without difficulty.

Staff are being trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We have also been working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. Similarly with security, as with any other branch in our network there are strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The design of local style branch allows Post Office service point to be integrated into shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Full details of the new branch are provided at the end of this letter together with a list of the products and services which are available.

I have carefully considered our original proposal and the feedback received during the local public consultation, period along with the impact on local residents and the wider community. Having also considered pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 15484499

Thank you for considering our proposal.


Yours sincerely

*Kenny Lamont*

**Kenny Lamont**  
**Network Operations Area Manager**

#### How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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](http://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.**

<b>Burntisland Post Office information sheet</b>															
<b>Address</b>	Murdoch's 103 High Street Burntisland KY3 9AA														
<b>Opening hours</b>	<table> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	Closed
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Fri	09:00 – 17:30														
Sat	09:00 – 17:30														
Sun	Closed														
<b>Distance</b>	220 metres from the previous branch, along level terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> Access is level with a wide door at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There are parking bays outside the premises.</p>														
<b>Retail</b>	Convenience store.														
<b>Date of Opening</b>	30 September 2017														

## Burntisland Post Office® services available

**Your operator or our Customer Helpline on 03452 66 01 15 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](http://www.postoffice.co.uk)**

### New branch

Mail	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	Euro/ Dollar
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	✓
Other Products are available at <b>Linktown</b> Post Office, 221 Links Street, Linktown, Kirkcaldy, KY1 1QS	
Main counter opening times: Mon – Sat      09:00 – 17:30	