



Dear Customer

**Engaging with our customers - Share your views**

**Castlegate Post Office**

**Previously located at: 33 Castle Street, Aberdeen, AB11 5BB**

We are delighted to let you know that following the temporary closure of Castlegate Post Office we re-opened the branch on Monday 15 November 2021. This is at a new location – Londis, 17 Union Street, Aberdeen, AB11 5BU. We apologise for the late notification on this occasion.

We will display posters at the new location to tell customers the good news. If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of these posters, please let us know.

**We would like to hear from you**

In order to restore services to this community as soon as possible, we have decided to go ahead with our plans and the new Post Office is already operating. The re-opening of the branch in a new location is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

We will be accepting comments until 17 December 2021. We won't be responding to you individually, but any comments received will be taken into consideration.

Details about your new branch are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via [postofficeviews.co.uk](https://postofficeviews.co.uk), then use the search function to find the engagement for this service either by service name, postcode, or the unique branch code **140801**

After 17 December 2021, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response.

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

We do hope that you will support this new service.

Yours faithfully

*Robert Sharp*

**Robert Sharp**  
**Network Provision Lead**

**How to contact us:**

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 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.**

Want to tell us what you think right here and now? Scan here.

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



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

## Castlegate Post Office Information Sheet

**Londis**

**17 Union Street**

**Aberdeen**

**AB11 5BU**

**Post Office opening hours**

Mon – Sun	07:00 – 23:00
-----------	---------------

**During the Coronavirus pandemic the branch may need to make changes to its 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)**

### **Access**

The new premises have a wide door with level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.

### **Products and services**

A range of products and services are available.

### **Getting there**

The new branch is located approximately 178 metres away from the current branch, along varied terrain. There are time restricted pay at machine car parking spaces approximately 150 metres from the premises and dedicated disabled bays approximately 250 metres. Public transport is available to and from the surrounding areas.

### **Retail**

Convenience store

### **Date of opening**

Monday 15 November 2021

---

**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.**

Castlegate Post Office services available		
For information about product availability call 03457 22 33 44. For details of maximum value of transactions, please speak to the operator.		
		New branch
<b>Mail</b>		
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		Express 24 & 48
British Forces Mail (BFPO)		✓
International letters & postcards (inc. Tracked & Signed)		✓
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		✓
<b>Withdrawals, deposits and payments</b>		
Post Office Card Account		✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.		✓
Postal orders		✓
Moneygram		✓
Change giving		✗
Automated bill payments (card or barcoded)		✓
Key recharging		✓
<b>Driving</b>		
Vehicle tax		✗
<b>Travel</b>		
Pre-order travel money		✓
On demand travel money		✗
Travel insurance referral		✓
Mobile Top-ups & E vouchers		✓
National Lottery Terminal		✓
<b>Payment by cheque</b>		✗
Products marked ✗ are available at Aberdeen St Nicholas Post Office, Unit E5 St Nicholas Centre, Aberdeen, AB10 1HW		Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 14:00

## **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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

**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](https://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>2</sup> Locally elected representatives include 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.

<sup>3</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in <sup>2</sup> and <sup>3</sup> above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.