



Dear Customer

**Outreach Temporary Closure**

**Collieston Post Office  
Collieston Community Hall, Hightown, Collieston, Ellon, AB41 8RS**

We are writing to inform you that, regrettably, the postmaster from Cruden Bay Post Office branch has decided to resign from operating the Outreach service at the above location. Therefore, Collieston Outreach service will cease from 11:00 on Tuesday 28 November 2023. We would like to apologise for the closure and for any inconvenience this may cause.

Post Office is facing a particularly challenging period, as are other high street retailers. The impact of rising costs, inflation and restrictions on our funding from Government mean that while we will always look to reopen branches when they close, we cannot commit to doing so in every instance. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a Post Office and 90% are within 1 mile and will continue to review this position and prioritise those areas with the highest need.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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.

We will display posters in the Collieston Community Hall to inform customers.

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 posters, please let us know.

We would like to apologise for the inconvenience the 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. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

If you are a local representative, we will write to you again if we have any news about plans for future service provision in the local area.

Yours faithfully

*David Duff*

**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.

#### Alternative branches

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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**Newburgh Mobile Post Office Service**

Newburgh Village Hall  
Main Street  
Newburgh  
Ellon  
AB41 6BE

**Opening times**

Tuesday	12:30 – 14:30
Thursday	11:00 – 13:00

**Getting there**

This Mobile service is located approximately 5 miles away from Collieston Outreach service, along varied terrain. Roadside parking is available outside Newburgh Village Hall and nearby. There is no direct bus service from Collieston Outreach service and this Mobile service, however there are local buses serving in the surrounding area.

**Services**

This Mobile service offers Vehicle Tax, and On Demand Travel Insurance.

**Access**

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities. Internally, there will be a hearing loop and space for a wheelchair.

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**Hatton Post Office**

Station Road  
Hatton  
Peterhead  
AB42 0RX

**Opening times**

Monday & Tuesday	09:00 – 13:00
Thursday & Friday	14:00 – 17:00
Wednesday	09:00 – 12:30
Saturday	09:00 – 12:30
Sunday	Closed

**Getting there**

This Post Office service is located approximately 6 miles away from Collieston Outreach service, along varied terrain. There is car park outside the branch. There is no direct bus service from Collieston Outreach service and this Post Office branch, however there are local buses serving in the surrounding area.

**Services**

Offers National Lottery, however, excluding Vehicle Tax.

**Access**

This branch has a wide door and level access at the entrance.  
Internally, there is a hearing loop and space for a wheelchair.

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**Ellon Post Office**

32 Market Street  
Ellon  
AB41 9JD

**Opening times**

Monday – Friday	09:00 – 17:00
Saturday	09:00 – 13:00
Sunday	Closed

**Getting there**

This Post Office service is located approximately 6.3 miles away from Collieston Outreach service, along varied terrain. There is a pay and display car park opposite the branch with dedicated disabled bays. There is no direct bus service from Collieston Outreach service and this Post Office branch, however there are local buses serving in the surrounding area.

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**Services**

Offers a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, and On Demand Travel Insurance.

**Access**

This branch has a wide door and level access at the entrance.  
Internally, there is a hearing loop and space for a wheelchair.

## **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, Consumer 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, Consumer 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**

<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.