



Dear Customer

Engaging with our customers - Share your views

Changes to Comrie Crieff Hosted Services

We are delighted to let you know that following the temporary closure of Muthill Post Office, we will be restoring Post Office services to the local community with the introduction of a permanent hosted outreach service. The new service will operate from Muthill Village Hall, 45 Willoughby Street, Muthill, Crieff, PH5 2AP, commencing on Thursday 20 January 2022 at 10:00. Further details of this service are provided at the end of this letter.

Additionally, following the temporary closure of Lochearnhead & St Fillans hosted Post Office service, we will be restoring these services on Tuesday 18 January 2022. Further details of these services are provided at the end of this letter.

We are therefore pleased to inform you that the postmaster from Comrie Crieff Post Office is willing to run the service at these locations, which presents the best possible solution to restore Post Office services to communities of Muthill, Lochearnhead and St Fillans.

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 hear from you

As we are keen to restore services to Muthill as soon as possible, we have decided to go ahead with our plans. Restoring the Muthill Post Office as a permanent hosted outreach 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:

- How suitable do you think the new location is and how easy is it to get there?
- Do you have any comments on the proposed day and opening hours?

We will be accepting comments until Friday 4 February 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details of the new Muthill Post Office service 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, then use the search function to find the engagement for this service either by service name, postcode, or the unique branch code **220868**

Once the plans for the new Muthill Post Office service have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the starting date, posters will be displayed locally to let customers know.

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 the new service at Muthill.

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

**This is all you need to add to your envelope
for your letter to reach us.**

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.

Details of the new permanent Hosted Service at Muthill:

Muthill Hosted Post Office Service

Muthill Village Hall
45 Willoughby Street
Muthill
Crieff
PH5 2AP

Services

A range of Post Office products and services will be available.

Access

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

Opening times

Thursday	10:00 – 12:00
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Transport/parking

Roadside parking is available nearby.

Getting there

This Post Office service is located approximately 250 metres from the previous service location.

Details of Lochearnhead Hosted Outreach service:

Lochearnhead Village Hall
Auchraw Terrace
Lochearnhead
FK19 8PR

Services

A range of Post Office products and services will be available.

Access

This service has a wide door and a ramp with handrails at the entrance.

Opening times

Tuesday	12:30 – 14:30
Thursday	13:00 – 15:00

Transport/parking

Roadside parking is available nearby.

Details of St Fillans Hosted Outreach Service

The Lochside Larder
St Fillans
Crieff
PH6 2ND

Services

A range of Post Office products and services will be available.

Access

This service has a wide door and steps at the entrance.

Opening times

Tuesday	10:00 – 12:00
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Transport/parking

Roadside parking is available nearby.

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.

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 **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 representatives², the Consumer Advocacy Bodies and selected charities³ 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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

² 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.

³ 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 ² and ³ 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.