



Dear Customer

**Changes to Comrie Crieff Outreach Services**  
**Affecting Lochearnhead and Muthil Outreach Services**

We are writing to inform you that, regrettably, the postmaster of Comrie Crieff Outreach Service has resigned, and therefore the above Outreach services closed on Tuesday 7 May 2024. Please accept my apologies for the late notification on this occasion.

The Post Office has undertaken a comprehensive review of the network provision to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, it has informed our plans for the Post Office network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. As a result, we are not currently looking to replace the services at Lochearnhead and Muthil.

We apologise for the inconvenience the unplanned 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](https://www.postoffice.co.uk/branch-finder)

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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.

Yours faithfully

*Brian Turnbull*

**Brian Turnbull**  
**Network Provision Lead**

**How to contact us:**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://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

There are times our branches 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)

### Alternatives Post Office services for Lochearnhead Outreach Service

Located at: Village Hall, Lochearnhead, Stirlingshire, FK19 8PR

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#### **Strathyre Post Office**

Strathyre  
Callander  
FK18 8NA

#### **Services**

Offers similar services, however excluding Vehicle Tax.

#### **Access**

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

#### **Opening times**

Monday - Friday	07:00 - 17:00
Saturday - Sunday	07:00 - 16:00

#### **Getting there**

This Post Office service is located approximately 5.1 miles away from Lochearnhead Outreach Service, along varied terrain. There is a car park available outside the branch. There is a time limited bus service available between Lochearnhead Outreach Service and this Post Office service. The nearest bus stop is approximately 20 metres away.

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#### **Killin Post Office**

Dreadnought Place  
Main Street  
Killin  
FK21 8UJ

#### **Services**

Offers similar services, with the addition of Euros & Dollars Travel Money.

#### **Access**

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

#### **Opening times**

Monday - Friday	09:00 – 15:00
Saturday	09:00 – 13:00
Sunday	Closed

#### **Getting there**

This Post Office service is located approximately 7.7 miles away from Lochearnhead Outreach Service, along varied terrain. Roadside parking is available nearby. There is a time restricted bus service available between Lochearnhead Outreach Service and this Post Office service. The nearest bus stop is approximately 500 metres away.

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**Alternatives Post Office services for Muthil Outreach Service**  
**Located at: Village Hall, 45 Willoughby Street, Muthill, Perthshire, PH5 2AB**

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**King Street Post Office**

King Street  
79 King Street  
Crieff  
PH7 3HB

**Services**

Offers similar services with the addition of on Demand Travel Money.

**Access**

This branch has a wide door with a threshold strip at the entrance.

**Opening times**

Monday - Friday	09:00 - 12:30 13:00 - 16:30
Saturday	09:00 - 11:30
Sunday	Closed

**Getting there**

This Post Office service is located approximately 3.2 miles away from Muthil Outreach Service, along varied terrain. Time restricted roadside parking is available nearby. There is a regular bus service available between Muthil Outreach Service and this Post Office service. The nearest bus stop is approximately 300 metres away.

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**Auchterarder Post Office**

95 High Street  
Auchterarder  
PH3 1BJ

**Services**

Offers similar services with the addition of on Demand Travel Money.

**Access**

This branch has a wide door and a ramp at the entrance.

**Opening times**

Monday - Friday	09:00 - 13:00 14:00 - 16:00
Saturday - Sunday	09:00 - 12:30

**Getting there**

This Post Office service is located approximately 6.2 miles away from Muthil Outreach Service, along varied terrain. Roadside parking available nearby. There are no direct bus services available between Muthil Outreach Service and this Post Office.

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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
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

**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](mailto:Comments@postoffice.co.uk)**  
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<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.