



Dear Customer

Finstown Outreach Services
Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to restore Post Office services to the communities of Orphir and Tankerness with the introduction of a Hosted Outreach service.

We received 7 comments from customers and local representatives during the consultation period. This feedback from the community welcomed the restoration of Post Office services to Orphir and Tankerness, however some feedback mentioned the accessibility for disabled customers.

With regards to access we are very aware of the importance a Post Office services has in the lives of customers, particularly to the older and disabled customers. Our goal is to do everything we can to make all Post Office services as accessible for customers as possible.

Additionally, we will continue to review and monitor services on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

I have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the introduction of a Hosted Outreach service is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide future sustainability for the Post Office.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this service 113845.

Posters will now be displayed locally to let customers know about this decision.




Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Kenny Lamont".

Kenny Lamont
Regional Network Area Change Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

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.postoffice.co.uk/transforming-post-office. 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.

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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.

Details of the new service:

Orphir Outreach Service

Orphir kirk
Orphir
Orkney
KW17 2RB

Proposed opening times

Thursday	14:00-16:00
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Services

A wide range of services will be available.

Access and facilities

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

Transport/parking

There is a car park directly outside the premises.

Route

This Post Office service is located approximately 0.10 miles away from Orphir branch, along varied terrain.

Tankerness Outreach Service

St Andrews Community Centre
Tankerness
Orkney
KW17 2QU

Proposed opening times

Friday	14:00-16:00
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Services

A wide range of services will be available.

Access and facilities

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

Transport/parking

There is a car park directly outside the premises.

Route

This Post Office service is located approximately 4.5 miles away from Tankerness branch, along varied terrain.
