



Dear Customer,

Changes to Cowdenbeath Mobile Service
Affecting Markinch Mobile Service and Aberdour Post Office

We are really pleased to let you know that we are restoring Post Office services to Aberdour as an interim mobile service on Tuesday 7 April 2026 at 15:45, whilst we continue to seek a solution. The branch closed in May 2024, following the resignation of the postmaster and the withdrawal of the premises for Post Office use.

The service will be operating from Aberdour Village and Train Station Car Park, Station Place, Aberdour, KY3 0SN, by the Postmaster from Cowdenbeath Post Office, offering a range of Post Office services. Full details of the new service are provided at the end of this letter.

Since the closure of the above services, we have continued to work to identify a solution to restore Post Office services to the local communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises. The establishment of Mobile services presents the best possible solution to restore Post Office services to the community.

Additionally, due to low customer usage, Markinch Outreach service, operating from 14-16 Balbirnie Street, Markinch, Glenrothes, Fife, KY7 6DB, will also cease from Tuesday 31 March 2026 at 17:00.

We 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

We continue to monitor service usage in the area and will ensure that any service provision is sustainable for both the person operating the service, and for Post Office Limited.

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

Yours faithfully,

Brian Turnbull

Brian Turnbull
Area Change Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of the new Mobile Service:

Aberdour Mobile Service		Services available
Aberdour Village and Train Station Car Park Aberdour KY3 0SN		A range of services will be available.
Opening times		Access
Tuesday	15:45 – 16:45	There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Getting there		
Approximately 220 metres from the previous branch location, along varied terrain. Parking will be available close to where the mobile van will be parked. There are local buses serving the surrounding area.		

Alternative branches for Markinch Outreach Service

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

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.

Coaltown Post Office		Services
76 Main Street Coaltown Glenrothes Fife KY7 6HX		Offers similar services, however excluding On Demand Travel Insurance and Vehicle Tax.
Opening times		Access
Mon - Sat	09:00 – 17:00	Access is level at the entrance to the premises.
Getting there		
Approximately 1.8 miles from Markinch Outreach service, along varied terrain. Parking is available directly outside the branch. There are local buses serving the surrounding area.		

Glenrothes Post Office		Services
21 Unicorn Way Kingdom Centre Glenrothes Fife KY7 5NU		Offers similar services, with the addition of a comprehensive range of Travel Money, On Demand Travel Insurance, Vehicle Tax and Passport Check & Send.
Opening times		Access
Mon - Sat	09:00 – 17:30	Access is level at the entrance to the premises.
Getting there		
Approximately 2.1 miles from Markinch Outreach service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.		

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure¹/ 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 advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

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¹Where 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.