



Dear Customer

Crimond Post Office®
Previously located at: Scotts Convenience Store, Crimond,
Fraserburgh, AB43 8QJ

I am writing to confirm that we have proceeded with our proposal and re-opened a Hosted Outreach Post Office service at Crimond Medical Centre and Community Hub, which is provided by the core Postmaster from St Modans Place Post Office.

Due to operational reasons the service did not commence on Tuesday 27 February 2018 as previously advised and please accept our apologies regarding this. I can confirm the Hosted Outreach Post Office service commenced on Tuesday 6 March 2018 and operates on Tuesdays and Fridays between 13:30 and 16:30.

During the public consultation period we received 3 individual responses from customers and local representatives. The feedback welcomed the restoration of the Post Office service but also commented on the suitability of the location for within the Community Hub.

We do understand that for some customers the new location may be less convenient. However, we do consider that the re-opening of this service in the Crimond Medical Centre and Community Hub will allow us to maintain a Post Office service to the Crimond community for the longer term. Additionally, we will continue to review and monitor service on an on-going basis. For customers using own transport there is a dedicated customer car park at the Community Hub and the core Postmaster will also approach the local authority to seek to provide two dedicated marked disabled bays outside the branch.

With regards to your comments about the maintenance and location of post boxes, I would like to explain that the decision to relocate, install or remove a post box is taken by Royal Mail which is a separate business from Post Office Ltd. For further information you can contact Royal Mail directly online at www.royalmail.com/customer-services or by telephone on 03457 740 740 (Textphone 03456 000 606).

Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office to operate. The internal layout and some existing fixtures and fittings have been re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the Hosted Outreach service meets the needs of our customers in the local community.

Posters are now being displayed at the Community Hub to let customers know about this decision.

Further details of the new service are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.




Thank you for considering our proposal.

Yours faithfully

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

Kenny Lamont
Regional Network Change Manager

How to contact us:

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

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.

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.postofficeviews.co.uk. 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.

Details of the new service:**Crimond Post Office information sheet**

Address	Crimond Medical Centre and Community Hub Crimond Fraserburgh AB43 8QJ					
Post Office Opening hours	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="padding: 2px;">Tuesday</td> <td style="padding: 2px;">13:30 - 16:30</td> </tr> <tr> <td style="padding: 2px;">Friday</td> <td style="padding: 2px;">13:30 - 16:30</td> </tr> </table>	Tuesday	13:30 - 16:30	Friday	13:30 - 16:30	
Tuesday	13:30 - 16:30					
Friday	13:30 - 16:30					
Distance	450 metres away from the previous branch along varied terrain.					
Products & Services	The same range of services will continue to be available.					
Accessibility & Accessibility works	<p>Access and facilities This branch has wide automatic doors and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Transport/parking There is a large car park at the Crimond Medical Centre and Community Hub. The core Postmaster will approach the local authority to seek to provide two dedicated marked disabled bays outside the branch.</p>					
Retail	Medical Centre and Community Hub					
Date of change	Tuesday 6 March 2018					