



Dear Customer,

Branch Service Unplanned Closure

Dairsie Post Office

**Affecting Balmullo, Strathkinness, Leuchars, St Davids Centre, Springfield, Newport-on-Tay,
Gauldry, Ladybank & Kingsbarns Outreach Services**

As you may be aware, Dairsie Post Office and its outreaches stated above, closed on Wednesday 29 July 2026 due to operational reasons. Please accept my apologies for the late notification on this occasion.

We are working to restore these Post Office services and I apologise for any inconvenience the closures may cause locally. In the interim, we hope that our customers will continue to use Post Office services and details of possible 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'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.

If you are a local representative, we will ensure that you are kept advised of developments in due course.

We would like to thank you for your patience at this time.

Yours faithfully,

Ian Duncan

**Ian Duncan
Retail Change Lead**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Details of Alternative branches for Dairsie Post Office

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

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Cupar Post Office		Services available
69 Crossgate Cupar KY15 5AS		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level via a ramp and steps, with a handrail, at the entrance to the premises.
Sat	09:00 – 15:00	
Sun	Closed	
Getting there		
Approximately 3.4 miles from Dairsie Post Office service, along varied terrain. Time restricted parking is available outside the branch. There is a regular bus service between from Dairsie Post Office and this branch with a bus stop within 290 meters.		

Ceres Post Office		Services available
2-6 Main Street Cupar KY15 5NA		Offers similar services, including Euro Travel Money.
Opening times		Access
Mon – Sat	07:00 – 19:00	Access is a step at the entrance to the premises.
Sun	08:00 – 20:30	
Getting there		
Approximately 3.6 miles from Dairsie Post Office service, along varied terrain. Parking is available outside the branch. There is a regular bus service between from Dairsie Post Office and this branch with a bus stop within 100 meters.		

Details of Alternative branches for Balmullo Outreach Service

Tayport Post Office		Services available
31-35 Castle Street Tayport DD6 9AB		Offers similar services, with the addition of Vehicle Tax.
Opening times		Access
Mon – Sat	06:00 – 19:00	Access is level at the entrance to the premises.
Sun	07:00 – 18:00	
Getting there		
Approximately 7 miles from Balmullo Outreach service, along varied terrain. Parking is available outside the branch. There is a regular bus service between from Balmullo Outreach service and this branch with a bus stop within 200 meters.		

Cupar Post Office		Services available
69 Crossgate Cupar KY15 5AS		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level via a ramp and steps, with a handrail, at the entrance to the premises.
Sat	09:00 – 15:00	
Sun	Closed	
Getting there		
Approximately 6 miles from Balmullo Outreach service, along varied terrain. Time restricted parking is available outside the branch. There is a regular bus service between from Balmullo Outreach service and this branch with a bus stop within 290 meters.		

Details of Alternative branches for Strathkinness Outreach Service

Ceres Post Office		Services available
2-6 Main Street Cupar KY15 5NA		Offers similar services, including Euro Travel Money.
Opening times		Access
Mon – Sat	07:00 – 19:00	Access is a step at the entrance to the premises.
Sun	08:00 – 20:30	
Getting there		
Approximately 5.2 miles from Strathkinness Outreach service, along varied terrain. Parking is available outside the branch. There is a regular bus service between from Strathkinness Outreach and this branch with a bus stop within 100 meters.		

St Andrews Post Office		Services available
TGJones Ltd 90-92 South Street St Andrews KY16 9QD		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon – Sat	09:00 – 17:30	Access is level at the entrance to the premises.
Sun	Closed	
Getting there		
Approximately 5.6 miles from Strathkinness Outreach service, along varied terrain. Parking is available outside the branch. There is a regular bus service between from Strathkinness Outreach and this branch with a bus stop within 400 metres.		

Details of Alternative branches for Leuchars Outreach Service

St Andrews Post Office		Services available
TGJones Ltd 90-92 South Street St Andrews KY16 9QD		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon – Sat	09:00 – 17:30	Access is level at the entrance to the premises.
Sun	Closed	
Getting there		
Approximately 6.4 miles from Leuchars Outreach service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Tayport Post Office		Services available
31-35 Castle Street Tayport DD6 9AB		Offers similar services, with the addition of Vehicle Tax.
Opening times		Access
Mon – Sat	06:00 – 19:00	Access is level at the entrance to the premises.
Sun	07:00 – 18:00	
Getting there		
Approximately 6.6 miles from Leuchars Outreach service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Details of Alternative branches for St Davids Centre Outreach Service

St Andrews Post Office		Services available
TGJones Ltd 90-92 South Street St Andrews KY16 9QD		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon – Sat	09:00 – 17:30	Access is level at the entrance to the premises.
Sun	Closed	
Getting there		
Approximately 1 mile from St Davids Centre Outreach service, along varied terrain. Parking is available outside the branch. There is a regular bus service between from St Davids Centre Outreach service and this branch with a bus stop within 100 meters.		

Ceres Post Office		Services available
2-6 Main Street Cupar KY15 5NA		Offers similar services, including Euro Travel Money.
Opening times		Access
Mon – Sat	07:00 – 19:00	Access is a step at the entrance to the premises.
Sun	08:00 – 20:30	
Getting there		
Approximately 8.4 miles from St Davids Centre Outreach service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Details of Alternative branches for Springfield Outreach Service

Cupar Post Office		Services available
69 Crossgate Cupar KY15 5AS		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level via a ramp and steps, with a handrail, at the entrance to the premises.
Sat	09:00 – 15:00	
Sun	Closed	
Getting there		
Approximately 2.9 miles from Springfield Outreach service, along varied terrain. Time restricted parking is available outside the branch. There is a regular bus service between from Springfield Outreach service and this branch with a bus stop within 290 meters.		

Ceres Post Office		Services available
2-6 Main Street Cupar KY15 5NA		Offers similar services, including Euro Travel Money.
Opening times		Access
Mon – Sat	07:00 – 19:00	Access is a step at the entrance to the premises.
Sun	08:00 – 20:30	
Getting there		
Approximately 4.6 miles from Springfield Outreach service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Details of Alternative branches for Newport-on-Tay Outreach Service

Dundee Post Office		Services available
30 Whitehall Street Dundee Angus DD1 4AF		Offers the same services, with the addition of Euro/Dollar Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level, with a grabrail, at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 2.7 miles from Newport-on-Tay Outreach service, along varied terrain. Time restricted parking is available nearby, with a dedicated disabled bay nearby. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Tayport Post Office		Services available
31-35 Castle Street Tayport DD6 9AB		Offers similar services, with the addition of Vehicle Tax.
Opening times		Access
Mon – Sat	06:00 – 19:00	Access is level at the entrance to the premises.
Sun	07:00 – 18:00	
Getting there		
Approximately 3 miles from Newport-on-Tay Outreach service, along varied terrain. Parking is available outside the branch. There is a regular bus service between from Newport-on-Tay Outreach service and this branch with a bus stop within 160 meters.		

Details of Alternative branches for Gauldry Outreach Service

Dundee Post Office		Services available
30 Whitehall Street Dundee Angus DD1 4AF		Offers the same services, with the addition of Euro/Dollar Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level, with a grabrail, at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 7.6 miles from Gauldry Outreach service, along varied terrain. Time restricted parking is available nearby, with a dedicated disabled bay nearby. There is a regular bus service between from Gauldry Outreach service and this branch with a bus stop within 210 metres.		

Cupar Post Office		Services available
69 Crossgate Cupar KY15 5AS		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level via a ramp and steps, with a handrail, at the entrance to the premises.
Sat	09:00 – 15:00	
Sun	Closed	
Getting there		
Approximately 7.6 miles from Gauldry Outreach service, along varied terrain. Time restricted parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Details of Alternative branches for Ladybank Outreach Service

Freuchie Post Office		Services available
Spar High Street Freuchie Cupar KY15 7EY		Offers similar services, with the addition of Vehicle Tax.
Opening times		Access
Mon – Fri	09:00 – 15:00	Access is level at the entrance to the premises.
Sat & Sun	09:00 – 12:00	
Getting there		
Approximately 2.7 miles from Ladybank Outreach service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Pitcairn Post Office		Services available
Peploe Drive Pitcairn KY7 6FP		Offers the same services.
Opening times		Access
Mon – Fri	06:00 – 22:00	Access is level at the entrance to the premises.
Sat & Sun	07:00 – 22:00	
Getting there		
Approximately 5.6 miles from Ladybank Outreach service, along varied terrain. Parking, with disabled bays, is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Details of Alternative branches for Kingsbarns Outreach Service

St Andrews Post Office		Services available
TGJones Ltd 90-92 South Street St Andrews KY16 9QD		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon – Sat	09:00 – 17:30	Access is level at the entrance to the premises.
Sun	Closed	
Getting there		
Approximately 6.9 miles from Kingsbarns Outreach service, along varied terrain. Parking is available outside the branch. There is a regular bus service between from Kingsbarns Outreach service and this branch with a bus stop within 100 metres.		

Pittenweem Post Office		Services available
Pittenweem 7 Market Place Pittenweem KY10 2PH		Offers similar services, including Euro/Dollar Travel Money.
Opening times		Access
Mon – Fri	08:45 – 17:00	Access is level at the entrance to the premises.
Sat	09:00 – 16:00	
Sun	Closed	
Getting there		
Approximately 10 miles from Kingsbarns Outreach service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.		

Customers requiring other services can also visit:

- Woodburn Terrace Drop & Collect, 16 Woodburn Terrace, St. Andrews, Fife located 6.2 miles away.

**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 **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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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.