



Dear Customer

**Changes to Dalbeattie Hosted Outreach Service affecting Auchencairn,
Kirkcolm, Leswalt & Glenluce**

We are writing to let you know that, following the temporary closure of Auchencairn Post Office on Thursday 31 March 2022, we will be reinstating Post Office services to the community with the introduction of a Hosted Outreach. This service will be operating from the same premises, commencing on Tuesday 19 April 2022 at 13:30.

The new service will be operated by the postmaster from Dalbeattie Post Office and will offer a range of Post Office products and services. Full details of this service are provided at the end of this letter.

We hope that you and our customers will use this service. If you are a local representative, please feel free to share this information through your social media channels and with any local groups or organisations that you know within the community for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

To accommodate the new Hosted Outreach service, there will be some changes to the opening hours of the current Hosted Outreach service, also provided by Dalbeattie Post Office, at Kirkcolm, Leswalt and Glenluce. These changes will take effect from Tuesday 19 April 2022. Further details of changes to these services are provided at the end of the letter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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.

Thank you for your support in maintaining a Post Office service.

Yours faithfully

Steven Simpson

Steven Simpson
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

New Service Details:

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Auchencairn Hosted Outreach Service

Heughan House
Main Street
Auchencairn
Castle Douglas
DG7 1QU

Services

A range of Post Office products and services will continue to be available..

Access

No change.

Opening times

Tuesday	13:30 – 14:30
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Getting there

No Change.

Details of the changes to existing Hosted Outreach services in Kirkcolm, Leswalt & Glenluce

Kirkcolm Hosted Outreach Service, Kirkcolm Village Shop, Kirkcolm, Stranraer, DG9 0NW

Current opening times

Tuesday	09:45 – 10:45
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New opening times

Tuesday	09:30 – 10:30
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Leswalt Hosted Outreach Service, Leswalt Memorial Hall, Bridge Of Aldouran, Leswalt, Stranraer, DG9 0LW

Current opening times

Tuesday	11:00 – 11:30
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New opening times

Tuesday	10:45 – 11:15
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Glenluce Hosted Outreach Service, Public Hall, Main Street, Glenluce, Newton Stewart, DG8 0PR

Current opening times

Tuesday	12:00 – 13:00
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New opening times

Tuesday	11:30 – 12:30
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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
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice 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, Citizens Advice 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.