



Dear Customer

## **Engaging with our customers - Share your views**

### **Dingwall Mobile Service**

We are delighted to let you know that, following the temporary closures of Post Offices in Evanton, Ardross, Rosehall, Munloch, Glenmoriston, Dochgarroch, Dores and Farr, we are restoring Post Office services to those communities with the introduction of a new Mobile service. The Mobile service in Evanton, Glenmoriston and Dochgarroch will commence on Thursday 16 September 2021, the Mobile service in Ardross and Rosehall will commence on Tuesday 21 September 2021 and Mobile service in Munloch, Dores and Farr will commence on Wednesday 22 September 2021.

Additionally, this Mobile service will provide a temporary service to the local communities of Dalneigh and Hilton while we continue to seek a permanent solution. The Mobile service in Dalneigh will commence on Thursday 16 September 2021 and Mobile service in Hilton will commence on Wednesday 22 September 2021.

We've been working hard to identify a solution to restore services in the above areas. A Mobile service, which 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, is a tried and tested way of maintaining service to smaller communities.

We are therefore pleased to inform you that the postmaster from Dingwall Post Office is willing to run the Mobile service, which presents the best possible solution to restore Post Office services to those communities.

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

We will display posters locally to tell customers the good news. If you are a local representative, it would be helpful if you could 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.

### **We would like to hear from you**

As we are keen to restore services to communities of Evanton, Ardross, Rosehall, Munloch, Glenmoriston, Dochgarroch, Dores and Farr as soon as possible, we have decided to go ahead with our plans. Restoring the services as a Mobile outreach is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change, particularly on the following areas:

- How suitable do you think the new locations are and how easy is it to get there?
- Do you have any comments on the proposed days and opening hours?

We will be accepting comments until 15 September 2021. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details of the new services are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via [postofficeviews.co.uk](https://postofficeviews.co.uk), then use the search function to find the engagement for this service either by service name, postcode, or the unique branch code **303840**.

Once the plans have been finalised, we'll display posters locally and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the starting dates, posters will be displayed locally to let customers know.

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

We do hope that you will support the new Dingwall Mobile service.

Yours sincerely

*David Duff*

**David Duff**  
**Network Provision Lead**

**How to contact us:**

[postofficeviews.co.uk](https://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your envelope  
for your letter to reach us.**

Want to tell us what you think right here and now – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

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**Details of the new permanent Mobile services:**

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**Evanton Mobile Service**

Car Park  
Balconie Street  
Evanton  
Dingwall  
IV16 9UB

**Opening times**

Tuesday	09:00 – 10:30
Thursday	14:45 – 16:15

**Services**

A wide range of services will be available.

**Access**

There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Parking**

Parking is available close to where the Mobile van will be parked.

**Getting there**

This Post Office service will be located at the car park across the road from closed Evanton branch.

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**Ardross Mobile service**

Car Park  
Community Hall  
Ardross  
Alness  
IV17 0XW

**Opening times**

Tuesday	11:00 – 11:30
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**Services**

A wide range of services will be available.

**Access**

There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Parking**

Parking is available close to where the Mobile van will be parked.

**Getting there**

This Post Office service will be located approximately 1.9 miles away from closed Ardross branch, along varied terrain.

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**Rosehall Mobile Service**

Layby across from Rosehall Church of Scotland  
Rosehall  
Lairg  
IV27 4BD

**Opening times**

Tuesday	12:30 – 13:30
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**Services**

A wide range of services will be available.

**Access**

There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Parking**

Parking is available close to where the Mobile van will be parked.

**Getting there**

This Post Office service will be located approximately 1.3 miles away from closed Rosehall branch, along varied terrain.

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**Munlochy Mobile service**

Car Park  
Millbank Road  
Munlochy  
IV8 8ND

**Opening times**

Wednesday	15:15 – 16:15
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**Services**

A wide range of services will be available.

**Access**

There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Parking**

Parking is available close to where the Mobile van will be parked.

**Getting there**

This Post Office service will be located at the car park next to closed Munlochy branch.

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**Glenmoriston Mobile service**

Car Park  
Invermoriston Falls  
Invermoriston  
Inverness  
IV63 7YA

**Opening times**

Thursday	09:30 – 10:00
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**Services**

A wide range of services will be available.

**Access**

There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Parking**

Parking is available close to where the Mobile van will be parked.

**Getting there**

This Post Office service will be located approximately 0.1 miles away from closed Glenmoriston branch, along varied terrain.

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**Dochgarroch Mobile Service**

Car Park  
An Talla  
Dochgarroch Cottages  
Dochgarroch Lock  
Inverness  
IV3 8JG

**Opening times**

Thursday	11:00 – 11:30
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**Services**

A wide range of services will be available.

**Access**

There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Parking**

Parking is available close to where the Mobile van will be parked.

**Getting there**

This Post Office service will be located approximately 0.1 miles away from closed Dochgarroch branch, along varied terrain.

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**Dores Mobile Service**

Car Park  
Dores and Boleskine Church of Scotland  
Millcroft  
Dores  
Inverness  
IV2 6TQ

**Opening times**

Wednesday	13:30 – 14:30
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**Services**

A wide range of services will be available.

**Access**

There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Parking**

Parking is available close to where the Mobile van will be parked.

**Getting there**

This Post Office service will be located approximately 0.4 miles away from closed Dores branch, along varied terrain.

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**Farr Mobile Service**

Car Park  
Farr Community Hall  
Inverarnie Park  
Inverness  
IV2 6AX

**Opening times**

Wednesday	12:00 – 12:30
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**Services**

A wide range of services will be available.

**Access**

There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Parking**

Parking is available close to where the Mobile van will be parked.

**Getting there**

This Post Office service will be located at the car park of the previous Post Office branch premises.

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**Details of the new temporary Mobile services:**

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**Hilton Mobile Service**

Car Park  
Hilton Community Centre  
Hilton Village  
Oldtown Road  
Inverness  
IV2 4HT

**Opening times**

Wednesday	09:30 – 11:30
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**Services**

A wide range of services will be available.

**Access**

There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Parking**

Parking is available close to where the Mobile van will be parked.

**Getting there**

This Post Office service will be located approximately 0.4 miles away from Hilton branch, along varied terrain.

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**Dalneigh Mobile Service**

Outside Dalneigh Pharmacy  
Laurel Avenue  
Inverness  
IV3 5RP

**Opening times**

Thursday	12:15 – 14:15
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**Services**

A wide range of services will be available.

**Access**

There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

**Parking**

Parking is available close to where the Mobile van will be parked.

**Getting there**

This Post Office service will be located approximately 0.4 miles away from closed Dalneigh branch, along varied terrain.

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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](http://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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup> providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

**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**

<sup>2</sup> Locally elected representatives include 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.

<sup>3</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in <sup>2</sup> and <sup>3</sup> above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.