



Dear Customer

Branch Temporary Closure & Temporary Mobile Service Commencement

**Drymen Post Office
2-4 Stirling Road, Stirling, Glasgow, G63 0BN**

We are writing to inform you that, regrettably, following the resignation of our retail Partner and the withdrawal of the premises for Post Office use, the above branch will be closing on Tuesday 5 October 2021 at 15:00.

However, we will introduce a temporary mobile service, run by the Postmaster from Kippen Post Office, whilst we continue to seek a permanent solution. The new service is scheduled to start on Thursday 7 October 2021 at 09:00 operating from The Square, Old Gartmore Road, Drymen, G63 0BL. Further details are provided overleaf.

Additionally, during the temporary closure period of the branch customers requiring Post Office facilities may also use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Gartocharn Post Office, Gartocharn, Alexandria, G83 8RX
- Oakwood Post Office, Oakwood Garden Centre, Killearn, G63 9PT

I would like to assure you that we are working hard to keep this period of closure to a minimum and we are currently investigating the options available which will enable us to find a permanent solution. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch to inform customers.

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 apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use Post Office services. Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

If you are a local representative we will write to you again once we have any news about our plans for permanent service provision.

Yours sincerely

Daniel Rooney

Daniel Rooney
Partner Account Manager

How to contact us:

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

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

Drymen Mobile Post Office service

The Square (next to bus stop)
Old Gartmore Road
Drymen
G63 0BL

Opening times

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

Services

A wide range of services will continue to be available.

Parking

There is roadside parking and a public car park nearby.

Access

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

Getting there

This Post Office service will be located approximately 50 metres from Drymen Post Office.

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.