



Dear Customer

Dufftown Post Office®
Dufftown Pharmacy, 15 Balvenie Street, Keith, Dufftown, AB55 4AB

Local Public Consultation Decision

I am writing to confirm the move of the above Hosted service to a new location: Mortlach Memorial Hall, 6 Albert Place, Dufftown, Keith, AB55 4AY.

We received 2 individual responses from customers during the consultation period. The feedback welcomed accessibility and parking at the new location, however it was also commented that the existing opening times should be increased.

This feedback enabled me to improve my understanding of customers' views and was taken into account in finalising our plans for the new service. We do understand that for some customers the existing service times may be less convenient, however, we do consider that the existing opening times are sufficient to meet the needs of the local community and allows us to maintain a sustainable service in the longer term.

The service closed at Dufftown Pharmacy at 12:30 on Monday 27 November 2017, with the new service planned to open at Mortlach Memorial Hall, at 9:30 on Thursday 30 November 2017. However, due to unforeseen service issues, the Hosted service was not able to re-open on the date planned and was temporary closed until Monday 11 December 2017, when service was re-opened at the new location.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 431471

Thank you for considering our proposal.

Yours faithfully

Kenny Lamont
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

We've published our final plan on-line, to see it, scan here.

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



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.

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.

Dufftown Post Office information sheet			
Address	Mortlach Memorial Hall 6 Albert Place Dufftown Keith AB55 4AY		
Post Office Opening hours	Mon	09:30 - 12:30	
	Thu	09:30 - 12:30	
Distance	Approximately 150 metres away from the previous premises, along varied terrain.		
Products & Services	The same range of products and services will continue to be available.		
Accessibility & Accessibility works	<p>Access and facilities The premises has a wide door and level access at the entrance.</p> <p>Transport/parking There is a car park adjacent to the Memorial Hall. Roadside parking also is available directly outside.</p>		