



Dear Customer

Engaging with our customers - Share your views

Dumfries Post Office

Previously located at: 73-74 Whitesands, Dumfries, DG1 2RT

We are delighted to let you know that following the temporary closure of Dumfries Post Office we will be re-opening the branch on **Tuesday 21 November 2023 at 13:00**. This will be in a new location, Warwick's Newsagents, 14 Great King Street, Dumfries, DG1 1BD, where it will be known as Dumfries Post Office.

We would like to hear from you.

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. The re-opening of the branch in a new location 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 that might benefit customers, particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

Details about your new branch are provided at the end of this letter and our Consultation Hub. We will be accepting comments until **Tuesday 10 October 2023**. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on this branch reopening through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the engagement for this branch either by branch name, postcode or the unique branch code 152818

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



We will display posters in the new location and local area 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 these posters, please let us know.

Once the plans have been finalised, we'll display a poster in branch 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 opening date, posters will be displayed in branch 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 this new service.

Yours faithfully

Steven Simpson

Steven Simpson
Network Provision Lead

Dumfries Post Office Information Sheet

Warwicks Newsagents Store
14 Great King Street
Dumfries
DG1 1BD.

Post Office opening hours.

Mon - Fri	07:30 – 16:00
Sat	07:30 – 12:00
Sun	Closed

There are times our branches may need to make changes to its opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder

Access

The new premises would have a wide automatic door with level access at the entrance. Internally, there would be a hearing loop and space for a wheelchair.

Getting there

The proposed new branch would be located approximately 400 metres away from the closed location along varied terrain. There is roadside parking with two marked disabled bays on same street as proposed premises. Public transport is available to and from the surrounding areas. The nearest bus stop is within 25 metres away from the proposed premises.

Retail

Warwick's Newsagents Store

Proposed Date of Change

Tuesday, 21 November 2023 at 13:00.

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.

Dumfries Post Office® services available

For information about product availability call 03457 22 33 44.

For details of maximum value of transactions, please speak to the operator.

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓
<p>Other Products are available at:</p> <p>St Michael Street Post Office, 54 St Michaels Street, Dumfries, DG1 2QF</p> <p>and</p> <p>Hollywood Outreach, Dercongal Road, Hollywood, Dumfries, DG2 0RG</p> <p>Opening Times Mon 09:30 – 10:30 Fri 09:30 -11:00</p>	
<p>Opening times:</p> <p>Mon – Fri 07:00 – 15:00 Sat 07:00 – 12:30 Sun 08:00 – 11:00</p>	

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 **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 representatives², the Consumer Advocacy Bodies and selected charities³, 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, Consumer 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, Consumer 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

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² 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.

³ 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 ² and ³ 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.