



Dear Customer

Engaging with our customers - Share your views

Closure of Dunshalt Mobile Post Office Service KY14 7EX

I'm writing to let you know about the change we're making to Post Office service provision in the area. Due to low customer usage, Dunshalt Mobile Post Office service, operated by the postmaster from Kennoway Post Office, has ceased to operate on Tuesday 2 August 2022'.

Local customers may use any convenient Post Office service. Details of two possible alternative Post Office services are provided below:

- Auchtermuchty Post Office, 10 Low Road, Auchtermuchty, Cupar, KY14 7AU
- Falkland Post Office, High Street, Falkland, Cupar, KY15 7BZ

We will continue to monitor and review the demand for Post Office services in the local community of Dunshalt, however, any future service needs to be sustainable for the person operating the service and for Post Office Limited.

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

We're now starting a period of local public engagement on the closure of Dunshalt Mobile Post Office service and we'd like you to tell us what you think regarding the access to other Post Office services in the area. We welcome any feedback or general comments you may have but would particularly appreciate your views on the following questions:

- How easy is it to get to the alternative Post Office services?
- Are there any local community issues you think we should know about that might be affected by the change?

We will be accepting comments until Friday 2 September 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

For further information or to share your views, please visit our Consultation Hub via postofficeviews.co.uk, then use the search function to find the engagement for this service either by service name, postcode, or the unique code **715844**

Once the plans have been finalised, we'll display a poster locally and information will be provided on our Consultation Hub outlining the main comments received and our response.

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.

Yours faithfully

Robert Sharp

Robert Sharp
Network Provision Lead

How to contact us:

postofficeviews.co.uk

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.

Alternative Post Office services

Auchtermuchty Post Office

10 Low Rod
Cupar
Auchtermuchty
KY14 7AU

Services

The same range of services will continue to be available, with the addition of Euros Travel Money and National Lottery.

Opening times

Monday - Sunday	08:00 – 18:00
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Access and facilities

This branch has a wide automatic door and level access.

Getting there

This Post Office service is located approximately 1.3 miles away from Dunshalt Mobile Post Office service, along varied terrain. There is a customer car park at this branch. There are local buses serving the surrounding area.

Falkland Post Office

High Street
Falkland
Cupar
KY15 7BZ

Services

The same range of services will continue to be available, with the addition of Euros Travel Money and National Lottery, however excluding Vehicle Tax.

Opening times

Monday - Friday	10:00 – 16:00
Saturday, Sunday	Closed

Access and facilities

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 1.9 miles away from Dunshalt Mobile Post Office service, along varied terrain. Time restricted roadside parking is available outside this branch. There are local buses serving the surrounding area

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 **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 local 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, 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

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.