



Dear Customer

Ecclefechan Post Office®
Ecclefechan Community Centre, High Street, Ecclefechan, Lockerbie, DG11 3DF

Public Consultation Decision

I am writing to confirm that we will not be proceeding with our proposal to relocate this service to Costcutter, High Street, Ecclefechan, Lockerbie, DG11 3DF and the service will remain at the existing location.

During the consultation period, we received 10 individual responses and 74 campaign letters from customers and local representatives about the proposed move. The main feedback expressed a preference for the Post Office service to remain at the existing site. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account.

The feedback we received shows how important the Post Office is to the local community and I would like to thank everyone who took the time to let us have their views.

We are pleased to announce that following customer feedback and further engagement with relevant authorities, we have been able to secure a sustainable agreement going forward, with the newly appointed Postmistress. This will allow us to maintain Post Office services at the current location.

We would like to thank the Community manager and members of the Committee in securing this outcome for Ecclefechan community and the Post Office.

Posters will now be displayed in branch to let customers know about this decision.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 443470

Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Kenny Lamont".

Kenny Lamont
Network Operations Area Manager

How to contact us:

- 🌐 postofficeviews.co.uk
- ✉️ comments@postoffice.co.uk
- ☎️ Customer Helpline: 03457 22 33 44
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 03457 22 33 44 or Textphone 03457 22 33 55.