



Dear Customer

Fochabers Post Office®
Co-operative Food Hall Ltd, High Street, Fochabers, IV32 7DX

Local Public Consultation Decision

I am writing to confirm that we will be proceeding with our proposal to relocate this service to new premises, which are currently undergoing development, at 26-28 High Street, Fochabers, IV32 7DX.

We received 22 individual responses from customers during the consultation period. The main feedback related to parking at the new location, privacy, security, and having to wait alongside retail customers when accessing Post Office services. The feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

We also received comments about staff training and the opening hours at the current branch. The consultation process seeks feedback on access to Post Office services and as such matters concerning staff training and opening hours do not form part of the consultation. However good customer service is important to us and we have passed these comments to the appropriate Post Office manager who will discuss them with our partner and ensure any necessary remedial action is taken.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is roadside parking outside the new premises and nearby side streets. I am therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches. The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

The new local style Post Office will operate from a Post Office serving point located at the shop counter, enabling customers to carry out the same wide range of Post Office products and services alongside retail transactions, and the opening hours will remain unchanged.

I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the new service meets the needs of our customers in the local community.

The current branch will close at 13:00 on Tuesday 31 October 2017, with the new branch due to open at 09:00 on Thursday 9 November 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During this short period of closure customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Lhanbryde Post Office, St Andrews Road, Lhanbryde, Elgin, IV30 8RZ
- Buckie Post Office, 9 High Street, Buckie, AB56 1AL

Further details of the new service are provided at the end of this letter.

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: 200801.





Thank you for considering our proposal.

Yours sincerely



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.



**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.**

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.

Details of the new service:

Fochabers Post Office
Co-operative Group Food Ltd
26-28 High Street
Fochabers
IV32 7DX



Opening times

Mon - Sun | 06:00 - 22:00



Services

The same range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.



Access and facilities

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



Transport/parking

Roadside parking is available outside the branch and nearby side streets.



Route

90 metres away from the current branch on the opposite side of the road along level terrain.