



Changes to your branch[®]

We recently asked your views regarding access in relation to our plans to franchise Frederick Street Post Office.

We received one response from a customer which raised some concerns regarding access within the store.

We will be working with the new operator to ensure that there are sufficiently wide, clear aisles and there is adequate space for Post Office customers, including wheelchair and buggy users, so they can easily access the Post Office area.

The new operator will be responsible for ensuring that the branch has sufficient staff to cope with demand and the branch has been sized based on current and future predicted customer levels.

To make the change the branch will close temporarily on Wednesday 15 April 2020 at 16:00 and re-open on Thursday 16 April 2020 at 09:00

This branch will now be closing at 17:30 on Saturdays and not 12:30 as previously advised.

During this period of temporary closure customers requiring Post Office services may use any convenient Post Office branch. Details of nearby alternative branches are shown below.

- Edinburgh City Post Office, Waverley Mall, Waverley Bridge, Edinburgh, EH1 1BQ
- Stockbridge Post Office, 70-72 Raeburn Place, Stockbridge, Edinburgh, EH4 1HJ
- Warriston Post Office, 2 Brandon Terrace, Edinburgh, EH3 5EA

How to contact us:

Comments @postoffice.co.uk

Call 03457 22 33 44

Postofficeviews.co.uk

Freepost Your Comments

Textphone 03457 22 33 55

If you would like this information in Braille, large print or audio call 03457 22 33 44, Textphone 03457 22 33 55 or to see a copy of our Principles of Community Engagement about changes to the Post Office[®] network, visit our website postofficeviews.co.uk
