



Dear Customer

**Galloway Street Post Office®  
26 Galloway Street, Dumfries, DG2 7TL**

**Public Consultation – Branch Relocation**

I am writing to let you know that we will be moving this branch to 39 Galloway Street, Dumfries, DG2 7TN.

As you will be aware, our partners and agents operate sub Post Office branches alongside their private retail business, and it is important that they make the very best use of their resources to ensure future sustainability of the service. Unfortunately, the Postmaster's lease for the current premises is due to expire in the near future. Subsequently, in order to secure a more sustainable service to our customers, our partner will be moving the branch to 39 Galloway Street. This move will enable us to maintain Post Office services to the area.

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

**Consulting on the proposed new location**

We're carrying out a local public consultation and we'd welcome your views on the change. We welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy it is to get to the new location?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- If the move were to proceed is there anything we could do to make it easier for customers?

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our National Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 110818

[postofficeviews.co.uk](http://postofficeviews.co.uk)

**Dates for local public consultation:**

Local Public Consultation starts	21 June 2018
Local Public Consultation ends	9 August 2018

In this instance we have extended public consultation by one calendar week to all for the summer holiday period. Therefore, if you do wish to contact me, please note that 9 August 2018 is the closing date for all enquires

To facilitate the physical move, the branch will close at its current site on Sunday 1 July 2018. The new branch will open at 39 Galloway Street on Tuesday 10 July 2018. However, this does not affect the period of public consultation. At the end of the consultation we'll let you know our final plans by displaying a poster in the branch.

During this short period of closure customers requiring Post Office services may use any convenient Post Office branch. Details of two alternative branches are provided below for your convenience:

- Dumfries Post Office, 73-74 Whitesands, Dumfries, DG1 2RT
- St Michael Street Post Office, 54 St Michael Street, Dumfries, DG1 2QF

I've included information about the Code of Practice over the page and a copy of the Code will also be available to view in the branch.

Thank you for considering our proposal.

Yours faithfully

*Steven Simpson*

**Steven Simpson**  
**Area Network Change 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

**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.



Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)

Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

<b>Galloway Street Post Office information sheet</b>				
<b>Proposed new Post Office location (subject to local public consultation)</b>				
<b>Address</b>	39 Galloway Street Dumfries DG2 7TN			
<b>Post Office Opening hours</b>		Mon	09:00 - 19:00	
		Tue	09:00 - 17:30	
		Wed	09:00 - 19:30	
		Thu	09:00 - 18:30	
		Fri	09:00 - 17:30	
		Sat	09:00 - 12:30	
		Sun	Closed	
<b>Distance</b>	50 metres away from the current branch, along varied terrain.			
<b>Products &amp; Services</b>	The same range of services will continue to be available.			
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> The new premises has a wide door and level access the entrance.</p> <p><b>Transport/parking</b> Roadside parking is available nearby.</p>			
<b>Local Public Consultation starts</b>	21 June 2018			
<b>Local Public Consultation ends</b>	9 August 2018			

**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.**

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)