



Dear Customer,

## **Local public consultation - Have your say**

**Garmouth Outreach Service**  
**Garmouth Shop and Hotel, South Road, Garmouth, Fochabers, IV32 7LU**

We have moved the above Outreach Service to a new location - Garmouth & Kingston Community Hub, Macleans Building, High Street, Garmouth, IV32 7NQ. Please accept my apologies for the late notification on this occasion.

### **Why have we moved?**

The previous premises was no longer available for Post Office use after Tuesday 11 May 2021. We have therefore had to identify an alternative location to continue to offer Post Office services to the local community.

We are delighted to let you know that the existing postmaster from Forres Post Office has identified an alternative location and the service re-commenced on Friday 14 May 2021.

### **We'd like your help**

We're now starting a period of local public consultation and your feedback is important to us as it will help to inform our decision. For more details of the proposed services and accessibility, please see the branch information sheet at the end of this letter.

### **What exactly are we consulting on?**

Whilst the decision has already been made to move the service, we would still like your views on access and the service offered at the new location. Therefore, we're now commencing a local public consultation and before we finalise our plans would like to hear your views, particularly around the following questions:

- **Are the new premises easy for you to get into and is the inside easily accessible?**
- **Are there any other local community issues which you believe could be affected by or affect the change?**
- **Is there anything we could do to make it easier for customers?**

Local Public Consultation starts	<b>29 June 2021</b>
Local Public Consultation ends	<b>10 August 2021</b>

You can share your views on the change through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **112471**

### **How to share your views:**

#### **Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

### **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.



## **Good to know**

- Posters and leaflets will now be displayed to let customers know about the move and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Consultation is available at the end of this letter.

If you are a local representative, 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 Garmouth Outreach service. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Yours faithfully,

***Kenny Lamont***

**Kenny Lamont  
Network Provision Manager  
Post Office Limited**

## **Garmouth Outreach Information Sheet**

<b>Previous Location</b>		<b>New Location</b>	
<b>Garmouth Shop and Hotel</b>		<b>Garmouth &amp; Kingston Community Hub</b>	
<b>South Road</b>		<b>Macleans Building</b>	
<b>Garmouth</b>		<b>High Street</b>	
<b>IV32 7LU</b>		<b>Garmouth</b>	
		<b>IV32 7NQ</b>	
<b>Previous opening hours</b>		<b>New opening hours</b>	
Tue	11:00 – 13:00	Tue & Fri	11:00 - 14:00

**During the Coronavirus pandemic the branch may need to make changes to its opening hours. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

### **Products & Services**

The same wide range of products and services will still be available.

### **Access**

Access will be level access at the entrance to Garmouth & Kingston Community Hub.

### **Getting there**

Garmouth & Kingston Community Hub is located approximately 200 metres away from the previous location, along varied terrain. Parking is available nearby.

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**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](http://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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:*

- Permanent closure of a Post Office branch<sup>1</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

***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**

<sup>1</sup> There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

<sup>2</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

<sup>3</sup> 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.

<sup>4</sup> 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 3 and 4 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.