



Dear Customer

Branch Temporary Closure

**Gretna Post Office
101 Central Avenue, Gretna, DG16 5AQ**

I am writing to update you on our previous communication informing you that the closure of the above branch had been delayed.

Our current partners, CJ Lang & Son Limited, have now confirmed a new closing date for the branch and it is now scheduled to close temporarily on Monday 23 August 2021 at 15:00.

However, we are pleased to be able to introduce a temporary Mobile service while we continue to seek a permanent solution. The new service will commence on Wednesday 25 August 2021 and will be operated by the postmaster from Scotby Post Office from: Annan Rd, near to All Saints Church, Gretna, DG16 5AA. A wide range of Post Office products and services will be offered.

Details of the new Temporary Mobile Service are provided at the end of this letter. Posters will be displayed in branch to let customers know about this change.

We hope that our customers will also continue to use any convenient branch and the latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

Yours faithfully

Daniel Rooney

**Daniel Rooney
Partner Account Manager**

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of the new Mobile service:

Gretna Temporary Mobile Service

Annan Rd
near to All Saints Church
Gretna
DG16 5AA

Services

A wide range of products and services will be available.

Access and facilities

Parking is available nearby.

Distance

This Mobile service will be located near the All Saints Church, approximately 180 metres within Gretna branch, along varied terrain.

Opening times:

Wednesday	14:15 – 16:15
Friday	09:00 – 11:00

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

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.