



Dear Customer

Hoy Post Office®
The Post Office, Hoy, Stromness, KW16 3NJ

Last year we wrote to you to explain that the above Post Office was closing due to unforeseen circumstances.

Since then we have been exploring our options for restoring a Post Office service to our customers in the area. Unfortunately, we have been unable to identify a suitable solution and I'm therefore writing to you and other local representatives to advise you that as there have been no suitable opportunities to re-establish a service, this branch will remain closed.

We would of course consider any appropriate options if there are any significant changes in the area in the future. However due to the length of time the branch has been closed, we would need to satisfy ourselves that any new opportunity would be sustainable for both the Post Office and the operator. If you have any suggestions please contact the National Consultation Team as detailed below.

It would be helpful if you could share this information with any local groups or organisations that you know within the community or in your organisation.

We're carrying out this notification in line with our Principles of Community Engagement. You can find more information about these Principles at the end of this letter.

We regret that we have been unable to restore a service locally and have provided details at the end of this letter of alternative branches in the area, which we hope our customers will continue to use.

Yours faithfully

David Duff

David Duff
Area Network Change Manager

How to contact us:

comments@postoffice.co.uk
FREEPOST Your Comments
postofficeviews.co.uk

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

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.

Alternative access to Post Office services:

- Longhope Post Office, Longhope, Stromness, Orkney, KW16 3PG
- Lyness Post Office, Hoy Hotel, Lyness, Stromness, Orkney, KW16 3NT

The Principles of Community Engagement have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

A full copy of these Principles are available on postofficeviews.co.uk

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.