



Dear Customer

Branch Temporary Closure

**Kinlochleven Post Office
The Aluminium Storey, Linnhe Road, Kinlochleven, PH50 4SJ**

We are writing to update you about Kinlochleven Post Office service at The Aluminium Storey, where the branch is located.

The branch will no longer close on Monday 20 March 2023 at 16:00 as previously advised. The current postmaster will continue to operate the branch from the above premises and will offer the same range of Post Office products and services, however on reduced opening hours.

The Post Office will operate on Tuesdays and Fridays between, 10:00 to 12:30 and 13:30 to 16:00. This change will take effect from Tuesday 21 March 2023.

I would like to assure you that we will continue investigating the options available which will enable us to provide a permanent a Post Office service to the local community in Kinlochleven. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

We would like to apologise for the inconvenience caused by this change. In the interim customers may continue to use any Post Office branch for everyday Post Office products and services. Details of two alternative Post Office branches are provided below for your convenience. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We would like to thank you for your patience at this time.

Yours faithfully

A handwritten signature in black ink, appearing to read "David Duff".

David Duff
Network Provision Lead

How to contact us:

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

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.

Details of Post Office Service at: Kinlochleven

Kinlochleven Post Office

The Aluminium Story
Linnhe Road
Kinlochleven
PH50 4SJ

Services

The Post Office will continue to offer the same range of products and services.

Access

The Aluminium Story premises has level access and a wide door at the entrance.

Internally there will be a hearing loop and space for a wheelchair.

New Opening times

Tuesday	10:00 - 12:30 13:30 - 16:00
Friday	10:00 - 12:30 13:30 - 16:00

Getting there

The Post Office will continue to operate from the same premises at The Aluminium Story in Kinlochleven.

Parking is available at the Foyers Road Car Park and there are dedicated disabled parking bays. Roadside parking is also available nearby.

Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours.

The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Ballachulish Post Office

Co-operative Store
Park Road
Ballachulish
PH49 4JS

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Services

Offers the similar services, with the addition of National Lottery and On Demand Travel Insurance.

Access

This branch has a wide automatic door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 7.7 miles away from Kinlochleven branch, along varied terrain.

There is a free customer car park located outside the branch with dedicated disabled parking bays.

There is a limited bus service available between Kinlochleven branch and this Post Office service.

The nearest bus stop is approximately 230 metres away.

Fort William Post Office

WHSmith Stores
4 Tweeddale
High Street
Fort William
PH33 6EU

Opening times

Monday – Saturday	10:00 – 16:00
Sunday	12:00 – 16:00

Services

Offers the similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, and On Demand Travel Insurance.

Access

This branch has wide automatic doors and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 12.7 miles away from Kinlochleven branch, along varied terrain.

Pay and display is available at Viewforth car park located on Bank Street, 160 metres away.

There is a limited bus service available between Kinlochleven branch and this Post Office service.

The nearest bus stop is approximately 100 metres away.

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.