



Dear Customer

Service Re-opening

**Kirkwall Post Office
15 Junction Road, Kirkwall, Orkney, KW15 1DD**

Following the recent closure of Kirkwall Post Office, we are delighted to let you know that we will be restoring Post Office services on Tuesday 6 October 2026 at 13:00.

This will be an interim service while we continue to work towards a more sustainable solution for the local community to access to Post Office services in the longer term. It will be operated from the same premises at 15 Junction Road by an established postmaster who also operates Freefield Post Office in Lerwick, offering the same products and services. The opening hours will initially be Monday to Friday: 09:00 – 17:00 and these will be extended to Monday to Saturday: 09:00 – 17:30 once additional staff are recruited. Further details of this service are provided at the end of this letter.

We sincerely apologise for the inconvenience that the closure will have caused customers and we know that this closure has also placed a high burden on the postmistress and staff at nearest alternative branch at Papdale, who have been supporting access our vital products and services locally.

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 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 the Post Office in the local community. If you would like a supply of posters, please let us know.

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. An extract relating to Notification is available at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours faithfully

Daryl Stanbury

**Daryl Stanbury
Corporate Partner Lead**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Interim Service Details

There are times our branches may need to make changes to their opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Kirkwall Interim Post Office		Services available
15 Junction Road Kirkwall Orkney KW15 1DD		Offers the same services.
Initial opening times		Access
Mon - Fri	09:00 – 17:00	
Sat - Sun	Closed	
Future opening times		There is level access at the entrance to the premises via a ramp with handrails.
Mon - Sat	09:00 – 17:30	
Sun	Closed	
Parking		

Castle Street pay and display car park is available nearby with dedicated disabled parking bays.

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

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
- Unplanned closure¹/planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

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Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.