



Dear Customer

**Changes to Kirkcolm, Leswalt
and Glenluce Outreach services**

Local Public Consultation Decision

I am writing to confirm that we have proceeded with our proposal to restore and change Post Office services to the communities of Kirkcolm, Leswalt and Glenluce with the introduction of three Hosted Outreach services. The Hosted Outreach Service commenced on 24 October 2017 at the three locations mentioned above. Details of the new services are provided at the end of this letter.

We received 1 individual response from customers during the consultation period. There were concerns about the proposed opening times of the Hosted Outreach services, which might be insufficient to meet the needs of customers in the area. We do understand that for some customers the service times may be less convenient. However, we believe that these hours will meet the needs of our customers, whilst allowing us to maintain a sustainable service in the longer term.

The feedback provided has enabled me to improve my understanding of customers' concerns, and ensured that all such information was taken into account before we finalised our plans for the new service. I am confident that the introduction of these three Hosted Outreach services will meet the needs of our customers in the local communities.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or one of the following unique branch codes:

Kirkcolm - 234818, Leswalt - 360471, Glenluce – 116471

Thank you for considering our proposal.

Yours faithfully

Kenny Lamont
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
 -  comments@postoffice.co.uk
 -  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
 -  FREEPOST Your Comments
- Please note this is the full address to use
and no further address details are required.**

We've published our final plan on-line, to see it, scan here.













If you don't have a QR code scanner on your phone, you can find one in your app store.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postoffice.co.uk/transforming-post-office. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03452 66 01 15.

Details of the new Outreach services:

| | | | |
|--|-------------|-------------|---|
| <p>Kirkcolm Outreach Service Kirkcolm Village Hall Church Road Kirkcolm Stranraer DG9 0NN</p> <p> Opening times</p> <table border="1" data-bbox="143 996 547 1034"> <tr> <td>Tuesday</td> <td>09:45–10:45</td> </tr> </table> | Tuesday | 09:45–10:45 | <p> <u>Services</u> The same range of services will continue to be available.</p> <p> <u>Access and facilities</u> This branch has a wide door and a threshold strip at the entrance.</p> <p> <u>Parking</u> There is a car park within 20 metres of the village hall.</p> |
| Tuesday | 09:45–10:45 | | |
| <p>Leswalt Outreach Service Leswalt Memorial Hall Bridge Of Aldouran Leswalt Stranraer DG9 0LW</p> <p> Opening times</p> <table border="1" data-bbox="143 1366 547 1404"> <tr> <td>Tuesday</td> <td>11:00–11:30</td> </tr> </table> | Tuesday | 11:00–11:30 | <p> <u>Services</u> The same range of services will continue to be available.</p> <p> <u>Access and facilities</u> No change.</p> <p> <u>Parking</u> No change.</p> |
| Tuesday | 11:00–11:30 | | |
| <p>Glenluce Outreach Service Public Hall Main Street Glenluce Newton Stewart DG8 0PR</p> <p> Opening times</p> <table border="1" data-bbox="143 1758 547 1796"> <tr> <td>Tuesday</td> <td>12:00–15:00</td> </tr> </table> | Tuesday | 12:00–15:00 | <p> <u>Services</u> The same range of services will continue to be available.</p> <p> <u>Access and facilities</u> No change.</p> <p> <u>Parking</u> No change.</p> |
| Tuesday | 12:00–15:00 | | |