



Dear Customer

**Melrose Post Office®**  
**9 Market Square, Melrose, TD6 9PQ**

**Branch temporary closure and service reopening**

We are writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use the above branch will be closing temporarily on Saturday 09 November 2019.

We are pleased to inform you that the postmaster from Denholm Post Office is willing to offer services to the local community with the introduction of a temporary mobile service while we continue to seek a permanent solution. We are scheduled to restore Post Office services to Melrose on Monday 09 December 2019.

The new service will be operated from: car park of Melrose Medical Centre, St Dunstan's Park, Melrose, TD6 9RX and will offer a wide range of Post Office products and services. Full details of the new temporary service are provided overleaf.

We would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are listed below.

- Langlee Post Office, 12 Marmion Road, Galashiels, TD1 2DE
- Galashiels Post Office, 29-33 Channel Street, Galashiels, TD1 1BJ

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 will display posters in the branch and local area to inform customers.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

***Gail Burnett***

**Gail Burnett**  
**Change Manager**

How to contact us:

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

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](https://postoffice.co.uk/privacy)

## Details of new mobile services:

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### Melrose Mobile Service

Car park of Melrose Medical Centre  
St Dunstan's Park  
Melrose  
TD6 9RX

#### Proposed opening times

Monday	14:45 – 16:15
Tuesday	14:30 – 16:15
Wednesday	11:00 – 11:45
Thursday	14:45 – 16:15

#### Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

#### Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

#### Parking

Parking is available close to the Mobile Van.

#### Route

This Post Office service is located approximately 300 metres away from Melrose branch, along varied terrain.

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## Alternative branches:

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### Langlee Post Office

12 Marimon Road  
Galashiels  
TD1 2DE

#### Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 17:00
Sunday	Closed

#### Services

The same range of services will continue to be available however excluding Car tax.

#### Access and facilities

This branch has a wide door and a step at the entrance.

#### Transport/parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

#### Distance

This Post Office service is located approximately 2.7 miles away from Melrose branch, along varied terrain.

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### Galashiels Post Office

29-33 Channel Street  
Galashiels  
TD1 1BJ

#### Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 17:30
Sunday	12:00 – 16:00

#### Services

The same range of services will continue to be available with the addition of a comprehensive range of Travel Money and Passport Check & Send.

#### Access and facilities

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

#### Transport/parking

Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

#### Distance

This Post Office service is located approximately 4.1 miles away from Melrose branch, along varied terrain.

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**To get this information in a different format, for example, in larger print, audio or braille call 03457 22 33 44 or Textphone 03457 22 33 55.**

## **Principles of Community Engagement on changes to the Post Office network**

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 closure<sup>1</sup>/ 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.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>4</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>5</sup> local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

***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: 03457 22 33 44**  
**Textphone: 03457 22 33 55**

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

<sup>2</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>3</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

<sup>4</sup> 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.

<sup>5</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.