



Dear Customer

**Service Re-Opening**

**Mossbank Post Office  
Mossbank House, Shetland, ZE2 9RB**

We are writing to update you that we previously advised you that the above branch would be closing on Friday 19 July 2024 following the resignation of the postmaster and the withdrawal of the premises for Post Office use. I am however pleased to inform you that the branch will reopen on Friday 6 September 2024 at 09:00.

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 the branch. 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 to inform customers.

We apologise for the inconvenience the unplanned closure may have caused. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website,

[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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

*David Duff*

**David Duff  
Network Provision Lead**

How to contact us:

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

### Alternative branch

There are times our branches may need to make changes to its opening hours.

The latest available branch information can be found on our website

[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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#### Brae Post Office

Brae  
Shetland  
Shetland Isles  
ZE2 9QG

#### Services

Offers similar services, with the addition of Euro and Dollar Travel Money and Vehicle Tax.

#### Access

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

#### Opening times

Monday – Sunday	06:00 – 22:00
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#### Getting there

This Post Office service is located approximately 9 miles away from Mossbank branch, along varied terrain. There is a free customer car park available. There is a frequent bus service available between Mossbank branch and this Post Office service. The nearest bus stop is approximately 100 metres away.

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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](https://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 closure<sup>1</sup>/ 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](mailto:Comments@postoffice.co.uk)**  
**FREEPOST Your Comments**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>1</sup>Where 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.