14 September 2017

Dear Sir/Madam

Muthill Post Office®
3 Drummond Street, Muthill, Crieff, PH5 2AN

Local Public Consultation Decision

I'm writing to confirm our final plans with our proposal to move the above Post Office branch to 18 Drummond Street, Muthill, Crieff, PH5 2AN, which I'm pleased to confirm opened on Monday 21 August 2017.

We received a number of comments from customers during the consultation period all in support of our plans to move the branch. I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the new branch is suitably located and will meet the needs of our customers in the local community. This move will secure Post Office services to the local community in the longer term. I am therefore confident that this is the correct course of action to take.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives when making our decision.

Posters will now be displayed in branch to let customers know about this decision.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 22086899

Thank you for considering our proposal.

Yours sincerely

Kenny Lamont
Network Operations Area Manager

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PostOffice.co.uk

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.postofficeviews.co.uk. 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 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Muthill Post Office
18 Drummond Street
Muthill
Crieff
PH5 2AN

Opening times

Mon	07:00 - 17:00
Tue	07:00 –17:00
Wed	07:00 –17:00
Thurs	07:00 –17:00
Fri	07:00 –17:00
Sat	07:00 –17:00
Sun	Closed

Services

The same range of services will continue to be available.

Access and facilities

The premises has level access, with wide doors. Internally, there will be space for a wheelchair.

Transport/parking

Roadside parking is available outside the branch.

Route

Within 50 metres away opposite the current branch, along varied terrain.