



Dear Sir/Madam

Portessie Post Office®
47 Samson Avenue, Buckie, AB56 1TR

I am writing to confirm that we will be proceeding with our proposal to reopen this service at Portessie Public Hall, 9 Chancellor Road as a Hosted Outreach service.

We received 1 individual response during the consultation period which welcomed the restoration of Post Office services locally. I have carefully considered our original proposal and the feedback received during the public consultation period and I am confident that the new service is suitably located and will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the area.

The service will reopen at Portessie Public Hall, 9 Chancellor Road, Portessie, Buckie, AB56 1TD, at 13:00 on Tuesday 28 November 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

Further details of the new service are provided at the end of this letter.





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: 26880199

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.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:

Portessie Outreach Service

Portessie Public Hall
9 Chancellor Road
Portessie
Buckie
AB56 1TD

Opening times

Tuesday	13:00 - 15:00
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Services

The same range of services will be available with the addition of Car tax.

Access and facilities

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

Transport/parking

Off road parking is available outside the branch.

Route

230 metres away from the previous branch, along varied terrain.
