



Dear Customer

Portnahaven Post Office®
23 Shore Street, Portnahaven, Isle of Islay, PA47 7SH

I am writing to confirm that we will be proceeding with our proposal to re-open a Hosted Outreach Post Office service at the above location.

We received no comments from customers or local representatives during the consultation period. I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the Hosted Outreach service meets the needs of our customers in the local community.

Due to operational reasons the service did not commence on Monday 5 February 2018 as previously advised and please accept our apologies regarding this. I can confirm the Hosted Outreach Post Office service will commence on Monday 19 March 2018 and will operate on Mondays between 10:00 to 12:00. Posters will be displayed at the branch to let the customers know.

The core Postmaster from Bowmore Post Office has identified an opportunity to provide the Hosted Outreach Post Office service at the same location. Further details of the new service are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub 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 the unique branch code 169858.




Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink that reads "Kenny Lamont".

Kenny Lamont
Network Operations Area Manager

How to contact us:

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

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.

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.

Details of the new service:

Portnahaven Post Office information sheet	
Address	23 Shore Street Portnahaven Isle of Islay PA47 7SH
Post Office Opening hours	Monday 10:00 - 12:00
Distance	Located at the same Post Office branch.
Products & Services	The same range of services will continue to be available.
Accessibility & Accessibility works	<p>Access and facilities This branch has a wide door with a low step at the entrance.</p> <p>Transport/parking Roadside parking is available outside the branch and nearby.</p>
Date of opening	Monday 19 March 2018