



Dear Customer,

**Branch Unplanned Closure**

**Poynzfield Outreach Service  
Jemimaville, Poynzfield, Dingwall, IV7 8LU**

Further to our previous communication, we would like to apologise for the error where we incorrectly stated the address in one of the alternative branches.

We are writing to inform you that, regrettably, the postmaster from Cromarty Post Office who operates Poynzfield Outreach Service, will no longer be operating the service at the above location. This service will, therefore, be closing on Thursday 26 February 2026 at 13:00.

When a Post Office branch closes, unexpectedly, Post Office undertake a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office services. Consequently, we are not looking to replace Poynzfield Outreach Service at this time.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters at the Poynzfield Outreach Service to inform customers.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of possible 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)

If you are a local representative, we will write to you again if we have any news about plans for future service provision in the local area.

Yours faithfully,

*Scott Hamilton*

**Scott Hamilton  
Area Change Manager**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

## Alternative branches

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

For additional information about product availability call 03457 223344.  
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.  
Postage services from other companies are also available in selected branches.

Cromarty Post Office	Services available
Bank Street Cromarty IV11 8UY	Offers the same services, with the addition of Euro Travel Money.
Opening times	Access
Mon - Fri   09:00 – 17:30	There is a step at the entrance to the premises.
Sat   09:00 – 12:30	
Sun   Closed	

### Getting there

Approximately 4.7 miles from Poyntzfield Outreach Service, along varied terrain. Roadside parking is available outside the branch. There is a regular bus service between Poyntzfield Outreach Service and this branch, the nearest bus stop is approximately 180 metres from this branch.

Avoch Post Office	Services available
35 High Street Avoch IV9 8PT	Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times	Access
Mon, Tue, Wed & Fri   08:30 – 13:00 14:00 – 17:00	There is a step at the entrance to the premises.
Thu & Sat   08:30 – 13:00	
Sun   Closed	

### Getting there

Approximately 9.1 miles from Poyntzfield Outreach Service, along varied terrain. Roadside parking is available outside the branch. There is a regular bus service between Poyntzfield Outreach Service and this branch, the nearest bus stop is approximately 130 metres from this branch.

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](http://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.