



Dear Sir/Madam

Scone Post Office®
26 Perth Road, Scone, Perth, PH2 6JJ

Branch Re-opening

I am writing to advise you that, for operational reasons, the above branch closed temporarily on Friday 20 April 2018. However, I am pleased to inform you that, we will now be re-opening the branch at the same location on Tuesday 15 May 2018. The facilities at the branch, including the range of services, opening hours and access, will remain the same as before the temporary closure.

The branch will be run by a temporary agent while we continue to work towards a longer term solution.

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're communicating this change in line with our Code of Practice. You can find more information about the Code at the end of this letter.

I would like to thank you for your patience and continued support during the time taken to resolve this situation.

Yours faithfully

Robert Sharp

Robert Sharp
Area Network Change Manager

How to contact us:

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

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 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 55 01 15 or Textphone 03457 22 33 55.