



Dear Customer

Stonehaven Post Office
Previously Located at: Ellon Stall Supermarket,
48 Allardice Street, Stonehaven, AB39 2BU

Service Re-opening

We are delighted to let you know that we have restored the Post Office services to the community in Stonehaven on Thursday 24 June 2021.

The branch closed temporarily in March 2020 following the resignation of the postmaster and the withdrawal of the premises for Post Office use.

We are pleased to be able to reinstate the service as a temporary Hosted Outreach whilst we continue to seek a permanent solution.

The Postmaster from Inverbervie Post Office currently operates an Outreach service in the area and has extended the Post Office services to the customers in Stonehaven.

The new service is operated from within the M&Co store, on 76 Allardice Street, Stonehaven, AB39 2AA.

Full details of the new temporary Hosted Outreach service are provided at the end of this letter.

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 this service. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours faithfully

Robert Sharp

Robert Sharp
Network Provision Lead

How to contact us:

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

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.

New temporary Hosted Outreach Service details:

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Stonehaven Post Office
M&Co Store
76 Allardice Street
Stonehaven
AB39 2AA

Opening times

Thursday	10:00 – 13:00
Friday	10:00 – 13:00

Services

A range of services will continue to be available.
Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access

The M&Co store has wide double doors and level access at the entrance.
Internally, there will be a hearing loop and space for wheelchair.

Getting there

This temporary Hosted Outreach Post Office service is located approximately 85 metres away from the previous branch, along level terrain.

Time restricted roadside parking is available on Allardice Street and nearby.

There is a Pay and Display car park on Market Square within 100 metres from M&Co store.

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

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
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

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 watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog 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

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¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.