



Dear Customer

Branch Temporary Closure

**Strathaven Post Office
5-7 Green Street, Strathaven, ML10 6LT**

We are writing to provide an update on our proposal, to move the above Post Office to new premises located at Gulf Petrol Station, 27 Hamilton Road, Strathaven, ML10 6JA.

Unfortunately, the current temporary postmaster has resigned, and the branch will be closing on Friday 02 December 2022 at 14:30.

We are currently in public consultation on the proposed move to Gulf Petrol Station which will be ending on Tuesday 13 December 2022. We will then be reviewing the feedback received and announce our decision on the proposed move.

We will display posters in the branch to inform customers.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

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".

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 would like to 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 are provided at the end of this letter for your convenience.

Due to the effects of the Coronavirus pandemic some opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Yours faithfully

Steven Simpson

Steven Simpson
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Alternative branches

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

Stonehouse Post Office

42 King Street, Larkhall, Stonehouse,
ML9 3EF

Opening times

Monday – Saturday	09:00 – 18:00
Sunday	Closed

Services

Similar services will continue to be available, however excluding a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Access

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

Getting there

This Post Office service is located approximately 3.9 miles away from Strathaven branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Low Waters Post Office

Unit 2 1 Birkhall Road, Hamilton,
ML3 8BG

Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Services

Similar services will continue to be available.

Access

This branch has a wide door and level access at the entrance via ramp or steps with a handrail.

Getting there

This Post Office service is located approximately 6.0 miles away from Strathaven branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

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

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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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.