



Dear Customer

**Changes to Tarbert Outreach Services**  
**Affecting Minard, Tayinloan, Skipness, Kilmartin, Inveraray & Glenbarr**

We are writing to inform you that, regrettably, due to low customer usage the services at Minard, Tayinloan, Skipness and Kilmartin operated by the Postmaster from Tarbert Post Office have become unsustainable to operate, and they will be closing on Thursday 31 August 2023.

Customers requiring Post Office facilities may use any convenient Post Office service. Details of possible alternative Post Office branches in the area are provided below for your convenience:

- Furnace Post Office, Furnace, Inveraray, Argyll, PA32 8XN
- Gigha (Isle Of) Post Office, Isle Of Gigha, Argyll and Bute, PA41 7AA
- Tarbert Post Office, Harbour Street, Tarbert, Argyll, PA29 6UD

Additionally, following the temporary closure of Inveraray Post Office, we will be restoring this service on Wednesday 16 August 2023 at 13:00. This will be in a new location - Day-Today, 6 Main Street West, Inveraray, Argyll, PA32 8TU. The interim temporary mobile service also operated by the postmaster from Tarbert Post Office from Argyll and Bute Council Public Car Park, The Avenue, Inveraray, PA32 8UQ, will cease on Thursday 10 August 2023 at 14:00.

To serve the Glenbarr community with continued access to Post Office services, we are pleased to introduce a Temporary Hosted Outreach service, the commencement date for which will soon be confirmed. This hosted service will be operated by the postmaster from Tarbert Post Office on Tuesdays between 15:00 and 16:00, from the same location of Glenbarr Stores, Glenbarr, Tarbert, Argyll, PA29 6UT.

We will display posters locally to let our customers know. 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.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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.

Yours faithfully

*Scott Hamilton*

Scott Hamilton

Network Provision Lead

**How to contact us:**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://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.**

## **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](https://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 closure<sup>1</sup> / 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, Consumer 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, Consumer 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.