



Dear Customer

**Local public consultation – Decision**

**Tomintoul Post Office  
41 The Square, Tomintoul, Ballindalloch, AB37 9ET**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Tomintoul and Glenlivet Discovery Centre at 43 The Square, Tomintoul, Ballindalloch, AB37 9ET, where it will be operated by a retail partner.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch closed on Tuesday 6 September 2022. Due to operational reasons the new branch did not open on Tuesday 13 September 2022, as previously advised. Please accept our apologies for any inconvenience caused by the temporary closure.

We are pleased to confirm the new branch opened at the Tomintoul and Glenlivet Discovery Centre, 43 The Square on Wednesday 21 September 2022.

Posters will be displayed in the Tomintoul and Glenlivet Discovery Centre to let customers know.

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://postofficeviews.co.uk)

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

Yours faithfully

*Kenny Lamont*

**Kenny Lamont  
Network Provision Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](https://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.**

## **Appendix A**

### **Response to Local Public Consultation**

**Consultation started** 28 July 2022

**Consultation ended** 8 September 2022

#### **Consultation responses**

- 4 responses from customers

We received 4 individual responses from customers during the local public consultation period, who supported the move of the branch. Respondents welcomed the retention of Post Office services to the local community, the ease of access that will be available in the new branch and located within The Square.

I have carefully considered our original proposal and the feedback received during the local public consultation period. I am confident that the new branch is suitably located will meet customer needs, whilst helping to provide future sustainability for the branch.

We recognise that the Post Office plays an important part in the lives of customers, and we want to make our services as accessible as possible. Access at the entrance to the new premises is level with a wide automatic door. Internally, there will a hearing loop and space for wheelchair. The local residents will continue to benefit from the same opening hours, including Saturdays.

Further details of the new branch are provided at the end of this letter.

## Appendix B

### Tomintoul Post Office Information Sheet

**Tomintoul and Glenlivet Discovery Centre  
43 The Square  
Tomintoul  
Ballindalloch**

#### **New opening hours**

Monday	10:00 – 13:00 14:00 – 16:00
Tuesday	10:00 – 13:00
Wednesday	Closed
Thursday	10:00 – 13:00 14:00 – 16:00
Friday	10:00 – 13:00 14:00 – 16:00
Saturday	09:00 - 12:30
Sunday	Closed

**During the Coronavirus pandemic the branch may need to make changes to its opening hours.**

**The latest available branch information can be found on our website  
[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

#### **Products & Services**

A range of Post Office products and services will continue to be available.

#### **Serving positions**

There will be a Post Office serving point located within the Tomintoul and Glenlivet Discovery Centre.

#### **Access**

Access will be level with a wide automatic door at the entrance of the new premises. Internally, there will be a hearing loop and space for a wheelchair.

#### **Getting there**

The new branch will be located approximately 50 metres away from the previous branch, along level terrain.

Parking is available outside the new premises.

Further parking is available within The Square and in the surrounding area.

#### **Retail**

Tourist Information Centre & Museum Exhibition Centre

#### **Date of move**

Wednesday 21 September 2022

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Tomintoul Post Office services available	
For information about product availability call 03457 223344.	
For details of maximum value of transactions, please speak to the operator.	
	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
<b>Travel</b>	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	✓
Other Products are available at <b>Tomnavoulin</b> Post Office, Eastlyn, Tomnavoulin, Ballindalloch, AB37 9JA	
Opening times: Tue, Wed, Thu & Sat 09:30 – 12:45 Fri 14:00 – 17:00	

## **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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>1</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

**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**  
**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</sup> 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.

<sup>2</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

<sup>3</sup> Locally elected representatives include 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.

<sup>4</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in <sup>3</sup> and <sup>4</sup> above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.