



Dear Customer

Townhill Post Office
106 Main Street, Townhill, KY12 0EL

As you may be aware, the above Post Office closed last year due to unforeseen circumstances. Since then we have been exploring our options for restoring a Post Office service to our customers and a member of the field team has personally visited the area.

A potential applicant has shown an interest in running a Post Office in the area. However, as this is in the very early stages, I am unable to provide any further information at this time. Should this be successful, I will contact you in due course. Due to the length of time the branch has been closed, we would need to satisfy ourselves that any new opportunity would be sustainable for both Post Office Ltd and the operator.

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 or in your organisation.

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.

We regret that we have as yet been unable to restore a service locally and have provided details at the end of this letter of possible alternative branches in the area, which we hope our customers will continue to use. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Yours faithfully

Robert Sharp

Robert Sharp
Network Provision Lead

How to contact us:
comments@postoffice.co.uk
FREEPOST Your Comments
postofficeviews.co.uk

Alternative access to Post Office services:

- Dunfermline Post Office, WHSmith, 111-113 High Street, Dunfermline, KY12 7DR
- Brucefield Post Office, St Andrews Street, Dunfermline, KY11 4QG

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

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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.