



Dear Customer

Branch Temporary Closure

**Ullapool Post Office
Parlett's Convenience Store, 1 Shore Street, Ullapool, IV26 2UJ**

We are writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing temporarily on Wednesday 23 November 2022 at 13:00.

The provision of a Post Office service to our customers in the local community is important to us and we would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy is currently being advertised on our website www.runapostoffice.co.uk and applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

In the interim, to serve the local community with continued access to Post Office services we are pleased to introduce a temporary Post Office service.

The new temporary Post Office service will operate from within the Ullapool Village Hall, 4 Market Street, Ullapool, IV26 2XE, and is scheduled to commence from Thursday 1 December 2022 at 09:00.

This currently presents the best possible temporary solution to maintain Post Office services to the community, whilst we continue to seek a permanent solution.

Further details of the temporary service are provided below, and we will display posters in the branch and at the Ullapool Village Hall to inform customers.

If there are any unforeseen changes to the opening date, posters will be displayed in the Ullapool Village Hall to let customers know.

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".

We would like to apologise for the inconvenience the temporary closure may cause. During this short period of temporary closure, customers requiring Post Office facilities may use any convenient Post Office branch. Details of an alternative Post Office branch is provided at the end of this letter.

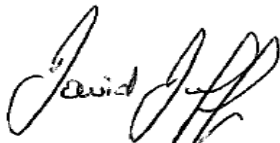
Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

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'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 and we hope that you will continue using the new Post Office.

Yours faithfully

A handwritten signature in black ink, appearing to read 'David Duff', written in a cursive style.

David Duff
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.

Details of the new temporary Post Office service at Ullapool

Ullapool Post Office

Ullapool Village Hall
4 Market Street
Ullapool
IV26 2XE

Services

The same range of services will continue to be available, however excluding, Euros On Demand Travel Money, Moneygram, and Vehicle Tax.

New Opening times

Monday to Friday	09:00 – 13:00 & 15:00 – 17:00
Saturday	Closed
Sunday	Closed

Access

The Ullapool Village Hall has wide double doors with level access at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This temporary Post Office service is located approximately 350 metres away from Ullapool branch, along varied terrain.

There is a free customer car park at the rear of the Ullapool Village Hall.

There are two dedicated disabled parking bays located outside the front of the Ullapool Village Hall.

Further roadside parking is available nearby.

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

Alternative branch

Achiltibuie Post Office

Achiltibuie
Ullapool
IV26 2YG

Services

The same range of services will continue to be available, however excluding, Euros on Demand Travel Money, and Vehicle Tax.

Opening times

Tuesday	09:00 – 12:30
Wednesday	09:00 – 12:30
Thursday	09:00 – 12:30

Access

This branch has a wide door and access is via a step at the entrance.

Internally, there is a hearing loop.

Getting there

This Post Office service is located approximately 24 miles away from Ullapool branch, along varied terrain.

Roadside parking is available outside the branch and nearby.

There is a limited bus service available between Ullapool branch and this Post Office service.

The nearest bus stop is located opposite the branch.

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.