



Dear Customer

Branch Temporary Closure

**Waterloo Street Post Office
41 The Foregate, Kilmarnock, KA1 1LU**

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 on Wednesday 5 January 2022 at 16:30. This branch had previously closed briefly in March 2020 due to the coronavirus pandemic.

We want to make sure customers can access our quality services and products across the Post Office network. We are committed to maintaining our access criteria so that 99% of the UK's population are within 3 miles of a Post Office and 90% are within 1 mile. However, due to the effects of coronavirus on retail businesses, this remains a challenging environment in which to operate. While we will always look to reopen branches when they close, we cannot commit to doing so in every instance at this time. We will continue to review this position and prioritise those areas with the highest need. I would also like to reassure you we will continue to search for permanent solutions for the currently temporary closed Knockinlaw and Bonnyton Post Offices nearby.

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".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch to inform customers.

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 alternative Post Office branches in the area are shown 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

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

Kilmarnock Post Office

38-40 King Street
Kilmarnock
KA1 1NP

Opening times

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

Services

The same range of services will continue to be available, with the addition of On Demand Travel Insurance.

Access

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

Getting there

This Post Office service is located approximately 0.3 miles away from Waterloo Street branch, along varied terrain. There is a Pay & Display car park nearby. There are local buses serving the surrounding area.

Macphail Drive Post Office

55 Macphail Drive
Kilmarnock
KA3 7ET

Opening times

Monday – Sunday	07:00 – 21:00
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Services

The same range of services will continue to be available, with the addition of On Demand Travel Insurance, however excluding Passport Check & Send.

Access

This branch has a wide door and a ramp with a handrail at the entrance.

Getting there

This Post Office service is located approximately 1.1 miles away from Waterloo Street branch, along varied terrain. Roadside parking is available directly outside the branch. There is a regular bus service available between Waterloo Street branch and this Post Office service. The nearest bus stop is approximately 20 metres away.

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.