Dear Customer

**Branch Unplanned Closure**

**St Andrews Post Office**
**TG Jones, 90-92 South Street, St Andrews, KY16 9QD**

As you may already be aware following the restructuring plan announcement by our retail partner TG Jones, some Post Office branches inside their stores will close. Regrettably, St Andrews Post Office branch is affected by this restructuring and is due to close shortly before the store closes.

We are currently working with our retail partner to confirm the Post Office branch closure date, which is likely to be in the next few months. We will provide further details, including closure dates, as soon as possible and posters will be displayed in the branch to inform customers.

The provision of a Post Office service to our customers in the area is important to us, and we are working hard to find a location nearby to continue offering Post Office services to the local community in St Andrews. We are currently in the early stages of reviewing applications to run the Post Office branch and we will provide a further update on our plans as soon as possible. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

We will display posters in the branch to inform customers. We apologise for the inconvenience the closure may cause and hope that our customers will continue to use Post Office services and details of possible alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

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.

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 are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully

*Kieran Gibson-Ogunmokun*

**Kieran Gibson-Ogunmokun**
**Corporate Account Lead**
How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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# Alternative branches

**There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder**

**For additional information about product availability call 03457 223344.**
**For details of maximum value of transactions, please speak to the branch postmaster.**

**We sell Royal Mail and Parcelforce Worldwide services.**
**Postage services from other companies are also available in selected branches.**

| Ceres Post Office | Services available |
|---|---|
| 2-6 Main Street, Cupar, KY15 5NA | A similar range of services will be available, however excluding a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance. |
| **Opening times** | **Access** |
| Mon – Sat 07:00 - 21:00<br>Sun 08:00 - 20:00 | The branch has a wide door and step at the entrance. |
| **Getting there** | |
| Approximately 7.8 miles from St Andrews Post Office branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area. | |

| Tayport Post Office | Services available |
|---|---|
| 31-35 Castle Street, Tayport, DD6 9AB | A similar range of services will be available, however excluding a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance. |
| **Opening times** | **Access** |
| Mon – Sat 06:00 - 19:00<br>Sun 07:00 - 18:00 | The branch has a wide door and level access at the entrance. |
| **Getting there** | |
| Approximately 11 miles from St Andrews Post Office branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area. | |

**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
- Unplanned closure[1]/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

***These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.***

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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]Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.