



Dear Customer

Bangor Isycoed Post Office®
Previously located at: High Street, Bangor-on-Dee, Wrexham, LL13 0AU

I am writing to confirm that we will be proceeding with our proposal to re-open this service at the Presbyterian Church, Whitchurch Road, Bangor-on-Dee, Wrexham, LL13 0AY as a Hosted Outreach service. I am pleased to let you know that the new service will commence on Thursday 24 May 2018.

We received 3 individual responses from customers during the consultation period. The main feedback welcomed the restoration of Post Office services to the community, while other feedback voiced concerns over the opening hours and parking at the new location.

While I have considered the concerns about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited, however I have conducted a further review and I am satisfied that parking and access to the new service will adequately meet the needs of customers using the Post Office.

We do understand that for some customers the new service times may be less convenient, however, we do consider that the hours for the service will meet the needs of our customers in the community and allow us to maintain sustainable services to them in the longer term. We will, however, continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

I have carefully considered our original proposal, and the feedback received during the public consultation period. I am confident that the new service meets the needs of our customers in the local community.

Posters will now be displayed to let customers know about this decision. Further details of the new service are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.




Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Sarah Cottrell".

Sarah Cottrell
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Details of the new service:

Bangor Isycoed Post Office information sheet			
Address	<p>Presbyterian Church Whitchurch Road Bangor-on-Dee Wrexham LL13 0AY</p>		
Post Office Opening hours	<table border="1"> <tr> <td>Thu</td> <td>09:30 - 12:30</td> </tr> </table>	Thu	09:30 - 12:30
Thu	09:30 - 12:30		
Distance	70 metres away from the previous branch, along level terrain.		
Products & Services	A wide range of services will be available.		
Accessibility & Accessibility works	<p>Access and facilities There are two entrances to the church. There are steps at the main entrance. A portable ramp would be provided at the second entrance to enable wheelchair access.</p> <p>Transport/parking Roadside parking is available nearby.</p>		
Date of reopening	Thursday 24 May 2018		

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.