



Dear Customer

Branch Temporary Closure

**Chester Road Post Office
211 Chester Road, Oakenholt, Flint, CH6 5DZ**

I'm writing further to my previous letter regarding our plans to close temporarily the above branch for extensive refurbishment.

We previously planned to close this branch on Tuesday 19 April 2022 at 13:00, however the refurbishment of the premises has been brought forward and the branch is now scheduled to close on Saturday 9 April 2022 at 12:30. It is envisaged that the work will take approximately 6 weeks to complete, following which the service will re-open as planned on Thursday 26 May 2022 at 09:00.

The branches listed overleaf will be happy to provide customers with Post Office services during this period and this information will be made available locally. Posters will be displayed in branch to let customers know.

We would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

Yours faithfully

Daniel Rooney

**Daniel Rooney
Partner Account Manager**

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

Flint Post Office

39-41 Church Street
Flint
CH6 5AD

Opening times

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 14:00
Sunday	Closed

Services

The same range of services will continue to be available, with the addition of Vehicle Tax, a comprehensive range of Travel Money, Passport Check & Send, and On Demand Travel Insurance.

Access

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

Getting there

This Post Office service is located approximately 0.7 miles away from Chester Road branch, along varied terrain. There is time restricted roadside parking, including a dedicated disabled bay approximately 35 metres away. There is a frequent bus service available between Chester Road branch and this Post Office service. The nearest bus stop is approximately 320 metres away.

Northop Road Post Office

Northop Road
Flint Mountain
Flint
CH6 5QG

Opening times

Monday - Sunday	06:00 – 21:00
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Services

The same range of services will continue to be available, however excluding National Lottery.

Access

Access is via a step or a ramp with a handrail and a wide door at the entrance.

Getting there

This Post Office service is located approximately 1.1 miles away from Chester Road branch, along varied terrain. There is a customer parking on the garage forecourt. 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
- 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

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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.