



Dear Customer

Cilcain Post Office®

Previously located at: Celyn Mali, Star Crossing Road, Cilcain, Mold, CH7 5NW

Local Public Consultation Decision

The above branch relocated to The Village Hall, The Square, Cilcain, Mold, CH7 5NN, on 5 March 2018. However we carried out a local public consultation to ask your views on the new location, and we are now writing to confirm our plans.

We didn't receive any feedback from customers or local representatives about the proposed move during the local public consultation period, however I have carried out a final review of the original proposal. I am confident that the new service is suitably located and will continue to meet the needs of the local community.

We have made an amendment to the opening times from our original proposal and the new opening times will be Monday 09:00 – 13:30 and Wednesday 09:00 – 13:30.

Posters will now be displayed in branch 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

Carol Williams

Carol Williams
Area Network Change Manager






How to contact us:

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

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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:

<p>Cilcain Post Office The Village Hall The Square Cilcain CH7 5NN</p> <p> Opening times</p> <table border="1"> <tr> <td>Monday</td> <td>09:30 - 13:30</td> </tr> <tr> <td>Wednesday</td> <td>09:30 - 13:30</td> </tr> </table>	Monday	09:30 - 13:30	Wednesday	09:30 - 13:30	<p> Services The same range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> Access and facilities The premises has a wide door and level access.</p>	<p> Transport/parking Parking is available nearby.</p> <p> Route 150 metres from the previous branch.</p>
Monday	09:30 - 13:30					
Wednesday	09:30 - 13:30					

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.