



Dear Customer

Clynderwen Post Office®
The Post Office, Clynderwen, SA66 7NA

Decision - Service Re-opening

I'm writing to confirm that we have restored Post Office services to the community of Clynderwen with the introduction of a mobile service, which is operated by the Postmaster from Kilgetty Post Office. This service commenced on Wednesday 15 February 2017.

We received no comments from customers or local representatives during the consultation period. I have carefully considered my original proposal and I am confident that providing a mobile service in Tafarn Newydd, SA66 7NQ is the correct decision to restore a service to the rural community in Clynderwen.

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

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 262613





Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



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.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

Details of the new service:

Clynderwen Mobile Service

Outside Tafarn Newydd
Clynderwen
Pemb
SA66 7NQ

Opening times

Wednesday	14:15 - 15:15
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Services

A wide range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Parking

Parking available close to the Mobile Van.



Annwyl gwsmer

Swyddfa Bost® Clunderwen
Y Swyddfa Bost, Clunderwen, SA66 7NA

Gwasanaeth penderfynu ailagor

Rwy'n ysgrifennu i gadarnhau ein bod wedi adfer gwasanaethau Swyddfa'r Post i gymuned Clunderwen trwy gyflwyno gwasanaeth symudol sy'n cael ei redeg gan y Postfeistr o Swyddfa Bost Cilgeti. Dechreuodd y gwasanaeth ddydd Mercher 15 Chwefror 2017.

Ni chawsom unrhyw sylwadau gan gwsmeriaid na chynrychiolwyr lleol yn ystod y cyfnod o ymgynghoriad cyhoeddus. Rwyf wedi ystyried f'argymhelliad gwreiddiol yn ofalus ac rwy'n hyderus taw darparu gwasanaeth symudol yn Nhafarn Newydd, SA66 7NQ yw'r penderfyniad cywir er mwyn adfer gwasanaeth i'r gymuned wledig yng Nghlunderwen.

Bydd posteri'n cael eu harddangos yn lleol nawr i roi gwybod i gwsmeriaid am y penderfyniad hwn. Mae manylion pellach am y gwasanaeth newydd ar gael ar ddiwedd y llythyr hwn.

Mae copi o'r llythyr hwn ar gael hefyd ar ein gwefan yn postofficeviews.co.uk. Wrth gyrraedd y wefan, gofynnir ichi gofnodi'r cod ar gyfer y gangen hon: 262613

Diolch i chi am ystyried ein cynllun.

Yr eiddoch yn gywir

Sarah Cottrell

Sarah Cottrell
Rheolwr Ardal Gweithrediadau'r Rhwydwaith

Sut i gysylltu â ni:

postofficeviews.co.uk
comments@postoffice.co.uk
Llinell Gymorth I Gwsmeriaid:
03457 22 33 44
Ffôn Testun: 03457 22 33 55

FREEPOST Your Comments
Sylwch, os gwelwch yn dda, mai hwn yw'r cyfeiriad llawn i'w ddefnyddio ac nad oes angen manylion cyfeiriad eraill.

Rydym wedi cyhoeddi ein cynllun terfynol ar-lein. I'w weld, sganiwch yma.

Os nad oes gennych sganiwr cod QR ar eich ffôn, gallwch gael hyd i un yn eich storfa ap.



Cafodd y broses gyfathrebu hon ei chytuno â chorff gwarchod statudol annibynnol y defnyddwyr, sef y Cyngor ar Bopeth a Chyngor ar Bopeth yr Alban ym Mhrydain, a Chyngor y Defnyddwyr yng Ngogledd Iwerddon. Mae'n cael ei gweithredu yn unol â'n Cod Ymarfer ar gyfer newidiadau i rwydwaith Swyddfa'r Post, a gytunwyd â nhw. Os hoffech gael copïau o'r Cod, maent ar gael mewn canghennau, neu wrth gysylltu â ni neu wrth ymweld â'n gwefan yn: www.postofficeviews. Os ydych o'r farn nad ydym wedi dilyn y broses yn gywir ac yn dymuno gwneud cwyn, byddwch cystal ag anfon llythyr neu ebost atom wrth ddefnyddio'r manylion cyswllt yn ein poster i llythyrau ac esbonio pam. Byddwn yn ystyried eich cwyn ac yn rhoi ateb ichi cyn gynted â phosibl. Byddwn yn rhoi'r manau cyswllt perthnasol ar gyfer y corff gwarchod defnyddwyr i chi. Felly, os ydych yn dal yn anfodlon ar ôl derbyn ein hymateb, gallwch ofyn iddynt am eu cymorth.

I gael yr wybodaeth hon mewn fformat gwahanol, er enghraifft, print bras, sain neu Braille, byddwch cystal â chysylltu â'r Llinell Gymorth i Gwsmeriaid ar 03457 22 33 44 neu Ffôn Testun 03457 22 33 55.

Manylion am y gwasanaeth newydd:

<p>Gwasanaeth Symudol Clunderwen Y tu allan i Dafarn Newydd Clunderwen Sir Benfro SA66 7NQ</p> <p>Oriau agor</p> <table border="1"><tr><td>Mercher</td><td>14:15 – 15:15</td></tr></table>	Mercher	14:15 – 15:15	<p><u>Gwasanaethau</u> Bydd yr un ystod o wasanaethau yn dal ar gael.</p> <p><u>Mynediad a chyfleusterau</u> Mae yna ris i mewn i'r Cerbyd Symudol, ond mae tinbren electronig ar gael ar gyfer defnyddwyr cadair olwyn neu bobl ag anableddau.</p> <p><u>Parcio</u> Bydd parcio ar gael yn agos i'r Cerbyd Symudol</p>
Mercher	14:15 – 15:15		