



Dear Customer

**Branch Unplanned Closure**  
**Glyndyfrdwy Outreach Service**  
**Glyndyfrdwy Village Hall, Glyndyfrdwy, Corwen, Denbighshire, LL21 9HH**

We are writing to inform you that due to low customer usage, the outreach service provided from Glyndyfrdwy Village Hall, Glyndyfrdwy, Corwen, Denbighshire, LL21 9HH is no longer sustainable to operate and will be closing on Thursday 31 October 2024 at 11.25. This decision has been made in agreement with the postmaster who provides the outreach service at Glyndyfrdwy.

We will display posters to tell customers about these changes. 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.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services from any convenient branch. Details of possible alternatives are provided at the end of this letter and the latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

We continue to monitor service usage in the area and will ensure that any service provision is sustainable for both the person operating the service, and for Post Office Limited.

We're carrying out this communication in line with our Principles of Community Engagement. An extract of this is available at the end of this letter.

Yours faithfully

*Carol Williams*

**Carol Williams**  
**Area Change Manager**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://postofficeviews.co.uk)

FREEPOST Your Comments

## Alternative branches

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

Corwen Post Office		Services
Bridge Street Corwen Denbighshire LL21 0DF		Offers similar services, with the addition to Euro/dollar Travel Money.
Opening times		Access
Mon - Fri	07:00 – 20:00	This branch has a wide door with steps and a handrail near the entrance.
Sat	07:30 – 20:00	
Sun	08:00 – 17:00	

### Getting there

This service is approximately 4.9 miles from Glyndyfrdwy Outreach Service, along varied terrain. There is a car park within 200 metres of the premises. There is a bus service available between Glyndyfrdwy Outreach Service and this Post Office service. The nearest bus stop is approximately 210 metres away.

Llangollen Post Office		Services
Berwyn Road Llangollen Denbighshire LL20 8NF		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon	09:00 – 17:30	This branch has a wide door and level access at the entrance.
Tues - Fri	09:00 – 12:00 13:00 – 17:30	
Sat	09:00 – 13:00	
Sun	Closed	

### Getting there

This service is approximately 5 miles from Glyndyfrdwy Outreach Service, along varied terrain. Parking is available in the forecourt of the premises. There is a bus service available between Glyndyfrdwy Outreach Service and this Post Office service. The nearest bus stop is approximately 230 metres away.

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](http://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<sup>1</sup>/ 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>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.