



Dear Customer

Changes to Halkyn and Pentre Halkyn branches

Local Public Consultation Decision

I'm writing to confirm that we have proceeded with our proposal to restore Post Office services to the communities of Halkyn and Pentre Halkyn, with the introduction of a Hosted Outreach service.

The new service in Halkyn commenced on Tuesday 17 October 2017 operating from The Village Hall, Halkyn, Holywell, CH8 8BU. We're currently making the final arrangements for the introduction of a Hosted Outreach service in Pentre Halkyn. Posters will be displayed at Pentre Halkyn Community Centre soon to let customers know of the actual date the service will commence.

We received no comments from customers or local representatives during the consultation period. I am confident that the establishment of this Hosted service is the correct decision to restore a service to the communities of Halkyn and Pentre Halkyn. Full details of the 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.




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
 -  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
 -  FREEPOST Your Comments
- Please note this is the full address to use and no further address details are**

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.postoffice.co.uk/transforming-post-office. 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 55 or Textphone 03452 66 01 15.

Details of the new service:

Halkyn Outreach Service

The Village Hall
Halkyn
Holywell
CH8 8BU

Opening times

Friday	14:30-16:30
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Services

A wide range of products and services are still available.

Access and facilities

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

Transport/parking

There is a car park outside the village hall. There is a regular bus service available between the previous branch and this Post Office service. The nearest bus stop is outside the village hall.

Route

This Post Office service is located approximately 650 metres away from the previous branch, along varied terrain.

Pentre Halkyn Outreach Service

Pentre Halkyn Community Centre
Pentre Halkyn
CH8 8JE

Opening times

Tuesday	09:30-11:30
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Services

A wide range of products and services are still available.

Access and facilities

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

Transport/parking

There is a car park outside of the Community Centre.

Route

This Post Office service is located approximately 180 metres away from the previous branch, along varied terrain.
