



Dear Customer

Llandegla Post Office®
Previously located at: Village Stores, Llandegla, Wrexham, LL11 3AG

Local Public Consultation Decision

I am writing to confirm the introduction of a Hosted outreach service which commenced operating on 31 August 2017 from Llandegla Community Shop, Allt yr Efail, Llandegla, Wrexham, LL11 3AW

We received 1 individual response from a local representative during the consultation period. This feedback was all in support of our plans, as the community welcomed the restoration of Post Office services to Llandegla. I am therefore confident that introduction of a hosted service is the correct course of action to take.

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: 573614

Thank you for considering our proposal.

Yours faithfully

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.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

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.

Details of the new service:

Llandegla Hosted Service Llandegla Community Shop Allt yr Efail Llandegla Wrexham LL11 3AW Proposed Opening times <table><tr><td>Thursday</td><td>09:00 – 11:00</td></tr></table>	Thursday	09:00 – 11:00	Services A wide range of services is available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account. Access and facilities Llandegla Community Shop has a wide door and steps at the entrance, however a portable ramp is available upon request. Internally, there is a hearing loop and space for a wheelchair. Parking There is a car park across the road from the Llandegla Community Shop. Route Located approximately 150 metres from the previous service, along varied terrain.
Thursday	09:00 – 11:00		