



Dear Customer

Llandinam Post Office®
The Post Office, Llandinam, Powys, SY17 5BY

Decision – Service Re-opening

I'm writing further to my letter dated 18 April 2017 to confirm our final plans to restore Post Office services to the community of Llandinam. We received 7 individual responses from customers and local representatives during the consultation period. The majority of respondents welcomed our proposal as it will enable us to restore Post Office services to the Llandinam community.

I am pleased to confirm that we will be proceeding with our proposal to introduce a Hosted Outreach service. The branch will be re-opening at Llandinam Village Hall, Llandinam, Powys, SY17 5BY.

Posters will now be displayed at the Village Hall to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

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: 178644


Thank you for considering our proposal.

Yours sincerely

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 required.**

This document is also available to view online, 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 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Llandinam Post Office information sheet	
Address	Llandinam Village Hall Llandinam Powys SY17 5BY
Post Office opening hours	Tue 09:00 – 11:00
Products and Services	The majority of Post Office products and services will still be available.
Distance	40 metres away from the previous branch, along level terrain.
Accessibility & Accessibility works	<p>Access and facilities The new premises would have a wide door and a ramp with handrails at the entrance. Internally, there would be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available near the new premises.</p>