



Dear Customer

Llangennech Post Office®
Previously located at - 12 Afon Road, Llangennech, Llanelli, SA14 8TS

Local Public Consultation Decision

I am writing to confirm the establishment of a Mobile Outreach service, which commenced operating from outside Llangennech Village Hall on 7 June 2017.

We received 2 individual responses from local representatives during the consultation period. The feedback welcomed the restoration of Post office service in the village, but commented that the proposed opening times may not adequately meet the needs of the local community.

The proposed opening hours of the new service have been based on actual customer usage at the previous branch. After a successful trial period we reviewed the hours currently offered and will be increasing them to 1.5 hours from 20 September 2017. We will continue to review and monitor the service on an ongoing basis and should customer usage increase significantly, opening times would be adjusted accordingly.

I have carefully considered our original proposal and I am confident that the introduction of a Mobile service is the correct course of action to take and will meet the needs of our customers in the local community. Details of the new service are provided at the end of this letter.

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: 58845899



Thank you for considering our proposal.


Yours faithfully

Jeremy Kiff

Jeremy Kiff
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.

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 03452 66 01 15 or Textphone 03457 22 33 55.

Llangennech Post Office information sheet			
New Post Office location			
Address	Llangennech Village Hall Off Hendre Road Next to the Bridge End Inn Llangennech SA14 8TH		
Post Office Opening hours	Wed	09:00 - 10:00	From 20 September 2017 09:00 - 10:30
Distance	400 metres away from the previous branch, along varied terrain.		
Products & Services	A wide range of services will be available.		
Accessibility & Accessibility works	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 There is parking at the Village Hall.		