



Dear Customer

**Llansannan Post Office®**  
**Canol Y Llan, Llansannan, Denbigh, LL16 5HG**

**Service Temporary Closure**

I am writing to inform you that, regrettably, the Postmaster from Flint Post Office branch has decided to resign from operating a Hosted service at the above location. This service has, therefore, temporarily closed on Monday 23 April 2018 at 16:30. Please accept my apologies for the late notification on this occasion.

The provision of a Post Office service to our customers in the local community is important to us, and we will continue to work hard to restore services in the area as soon as possible. We would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy is currently being advertised on our website [www.runapostoffice.co.uk](http://www.runapostoffice.co.uk) and applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code at the end of this letter. If others in your organisation are interested in the proposal, please feel free to let them know about it.

I would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

I will write to you again once I have any news about our plans for future service provision.

Yours faithfully

*Carol Williams*

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

**How to contact us:**  
[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
FREEPOST Your Comments  
[www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)

**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.**

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 on our website at: [www.postofficeviews.co.uk](http://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.

### Alternative branches:

#### Llanfairtalhaiarn Post Office

Swan Square  
Llanfairtalhaiarn  
Abergele  
LL22 8RY

#### Opening times

Monday	09:00 – 13:00 14:00 – 17:30
Tuesday	09:00 – 13:00 14:00 – 17:30
Wednesday	09:00 – 13:00
Thursday	09:00 – 13:00 14:00 – 17:30
Friday	09:00 – 13:00 14:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

#### Services

The same range of services will continue to be available with the addition of Euros and National Lottery, however excluding Comprehensive range of Travel Money, Car tax, Passport Check & Send and On Demand Travel Insurance.

#### Access and facilities

This branch has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.

#### Transport/parking

Roadside parking is available outside the branch and nearby. There is a limited bus service available between Llansannan branch and this Post Office service. The nearest bus stop is 10 metres away.

#### Route

This Post Office service is located approximately 3.5 miles away from Llansannan branch, along hilly terrain.

#### Llangernyw Post Office

Rhyd-Y-Foel  
Llangernyw  
Abergele  
LL22 8PP

#### Opening times

Monday	09:00 – 13:00
Tuesday	09:00 – 13:00
Wednesday	09:00 – 12:00
Thursday	09:00 – 11:00
Friday	09:00 – 12:00
Saturday	09:00 – 12:00
Sunday	Closed

#### Services

The same range of services will continue to be available, however excluding Comprehensive range of Travel Money, Car tax, Passport Check & Send and On Demand Travel Insurance.

#### Access and facilities

This branch has a wide door and a step at the entrance. Internally, there is a hearing loop.

#### Transport/parking

Roadside parking is available outside the branch and nearby. There is a limited bus service available between Llansannan branch and this Post Office service. The nearest bus stop is 250 metres away.

#### Route

This Post Office service is located approximately 4.5 miles away from Llansannan branch, along hilly terrain.