



Dear Customer

**Branch Temporary Closure**

**Maesgeirchen Post Office**

**Maesgeirchen Go Local, 26 Llys Dylan, Penrhyn Avenue, Maesgeirchen, Bangor, LL57 1LT**

We are writing to inform you that, regrettably, following the resignation of our temporary postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing temporarily on Monday 20 February 2023 at 18:00. Please accept my apologies for the late notification on this occasion.

We will update you on our proposal to relocate this branch to the new premises at: Costcutter Store, 90 Penrhyn Avenue, Maesgeirchen, Bangor, LL57 1LT, in due course.

We would like to apologise for any inconvenience this temporary closure may cause locally. We hope that our customers will continue to use Post Office services. In the interim, details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch premises to inform customers.

We would like to thank you for your patience at this time.

Yours faithfully

*Carol Y Williams*

**Carol Y Williams**  
**Network Provision Lead**

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

**To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.**

### Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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#### Bangor Post Office

WHSmith  
264 High Street  
Bangor  
LL57 1PB

#### Services

Offers the similar services, with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, and On Demand Travel Insurance.

#### Opening times

Monday & Tuesday	09:00 – 17:30
Wednesday	09:00 – 13:00
Thursday	09:00 – 17:30
Friday	10:00 – 16:00
Saturday	09:00 – 17:30
Sunday	Closed

#### Access

This branch has wide double doors and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 2.6 miles away from Maesgeirchen branch, along varied terrain. Glanrafon Car Park and Canonry Car Park, are located within 300 metres away from this branch. There are local buses serving in the surrounding area.

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#### Menai Bridge Post Office

7 High Street  
Menai Bridge  
LL59 5EE

#### Services

Offers the similar services, with the addition of a comprehensive range of Travel Money, Vehicle Tax, On Demand Travel Insurance, and National Lottery.

#### Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

#### Access

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

Internally, there is a hearing loop and space for a wheelchair.

#### Getting there

This Post Office service is located approximately 3.3 miles away from Maesgeirchen branch, along varied terrain. There is a pay and display car park located nearby. There are local buses serving in the surrounding area.

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## **Principles of Community Engagement on changes to the Post Office network (extract)**

A full version of this document is available on our Consultation Hub - [postofficeviews.co.uk](https://postofficeviews.co.uk)

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup> / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

**These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.**

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

**Postofficeviews.co.uk**

**Comments@postoffice.co.uk**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.