



Dear Customer

Mardy Post Office®
Previously located at: Mardy Premier Stores, Hereford Road, Mardy,
Abergavenny, NP7 6HU

I'm writing to confirm our final plans for the above branch, which commenced operating, from Simply Fresh, Hereford Road, Mardy, Abergavenny, NP7 6LE, on Friday 22 September 2017.

We received 1 individual response from a local representative during the consultation period. The feedback welcomed the restoration of Post Office in Mardy. This feedback enabled me to improve my understanding of customers' views and was taken into account in finalising our plans for the new branch.

I have carefully considered our original proposal, and the feedback received during the public consultation period. I am confident that the new branch is suitably located and will meet the needs of our customers in the local community.

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: 423632

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 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.

Details of the new service:

Mardy Post Office

Simply Fresh
Hereford Road
Mardy
Abergavenny
NP7 6LE

Services

The same range of services will continue to be available.

Access and facilities

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

Opening times

Monday	07:00 – 21:00
Tuesday	07:00 – 21:00
Wednesday	07:00 – 21:00
Thursday	07:00 – 21:00
Friday	07:00 – 21:00
Saturday	07:00 – 21:00
Sunday	08:00 – 20:00

Transport/parking

Off road parking is available outside the premises.

Route

Located approximately 200 metres from the previous branch, along varied terrain.



Annwyl Gwsmeriaid

Swyddfa Bost® Y Maerdy
A arferai fod yn: Mardy Premier Stores, Hereford Road, Y Maerdy,
Y Fenni, NP7 6HU

Rwy'n ysgrifennu i gadarnhau ein cynlluniau terfynol ar gyfer y gangen uchod, a ddechreuodd gael ei rhedeg o Simply Fresh, Hereford Road, Y Maerdy, Y Fenni, NP7 6LE, ddydd Gwener 22 Medi 2017.

Cawsom un ymateb unigol gan gynrychiolydd lleol yn ystod cyfnod yr ymgynghoriad. Roedd y sylwadau'n croesawu adfer Swyddfa Bost yn y Maerdy. Bu'r ymateb hwn yn fodd i mi ddeall pryderon y cwsmeriaid yn well a chafodd ei ystyried wrth i ni lunio ein cynlluniau terfynol ar gyfer y gangen newydd.

Rwyf wedi rhoi ystyriaeth ofalus i'n cynllun gwreiddiol a'r adborth a gafwyd yn ystod cyfnod yr ymgynghoriad cyhoeddus. Rwy'n ffyddiog fod y gangen newydd mewn lleoliad cyfleus ac y bydd yn diwallu anghenion ein cwsmeriaid yn y gymuned leol.

Mae manylion pellach am y gwasanaeth newydd ar gael ar ddiwedd y llythyr hwn.

Mae copi o'r llythyr hwn ar gael hefyd ar ein gwefan yn postofficeviews.co.uk. Wrth gyrraedd y wefan, gofynnir ichi gofnodi'r cod ar gyfer y gangen hon: 423632

Diolch ichi am ystyried ein cynllun.

Yr eiddoch yn gywir

Sarah Cottrell
Rheolwraig Gweithrediadau'r Rhwydwaith

Sut i gysylltu â ni:

postofficeviews.co.uk
comments@postoffice.co.uk
Llinell Gymorth: 03452 66 01 15
Ffôn Testun: 03457 22 33 55

FREEPOST Your Comments
Sylwch, os gwelwch yn dda, mai hwn yw'r cyfeiriad llawn i'w ddefnyddio ac nad oes angen manylion cyfeiriad eraill.

Rydym wedi cyhoeddi ein cynllun terfynol ar-lein. I'w weld, sganiwch yma.

Os nad oes gennych sganiwr cod QR ar eich ffôn, gallwch gael hyd i un yn eich storfa ap.



Cafodd y broses gyfathrebu hon ei chytuno â chorff gwarchod statudol annibynnol y defnyddwyr, sef y Cyngor ar Bopeth a Chyngor ar Bopeth yr Alban ym Mhrydain, a Chyngor y Defnyddwyr yng Ngogledd Iwerddon. Mae'n cael ei gweithredu yn unol â'n Cod Ymarfer ar gyfer newidiadau i rwydwaith Swyddfa'r Post, a gytunwyd â nhw. Os hoffech gael copïau o'r Cod, maent ar gael mewn canghennau, neu wrth gysylltu â ni neu wrth ymweld â'n gwefan yn: postofficeviews.co.uk. Os ydych o'r farn nad ydym wedi dilyn y broses yn gywir ac yn dymuno gwneud cwyn, byddwch cystal ag anfon llythyr neu ebost atom wrth ddefnyddio'r manylion cyswllt yn ein poster i llythyrau ac esbonio pam. Byddwn yn archwilio eich cwyn ac yn rhoi ateb i chi cyn gynted â phosibl. Byddwn yn rhoi'r manau cyswllt perthnasol ar gyfer y corff gwarchod defnyddwyr i chi. Felly, os ydych yn dal yn anfodlon ar ôl derbyn ein hymateb, gallwch ofyn iddynt am eu cymorth.

I gael yr wybodaeth hon mewn fformat gwahanol, er enghraifft, print bras, sain neu Braille, byddwch cystal â chysylltu â'r Llinell Gymorth i Gwsmeriaid ar 03452 66 01 15 neu Ffôn Testun 03457 22 33 55.

Manylion am y gwasanaeth newydd:

Swyddfa Bost® Y Maerdy

Simply Fresh
Hereford Road
Y Maerdy
Y Fenni
NP7 6LE

Oriau agor

Llun	07:00 – 21:00
Mawrth	07:00 – 21:00
Mercher	07:00 – 21:00
Iau	07:00 – 21:00
Gwener	07:00 – 21:00
Sadwrn	07:00 – 21:00
Sul	08:00 – 20:00

Gwasanaethau

Bydd yr un dewis o wasanaethau ar gael o hyd.

Mynediad a chyfleusterau

Mae gan y gangen hon ddrws llydan a mynediad gwastad wrth y fynedfa. Y tu mewn, mae yna ddolen glyw a lle i gadair olwyn.

Trafnidiaeth/parcio

Mae modd parcio oddi ar y ffordd y tu allan i'r adeilad.

Llwybr

Tua 200 metr o'r hen gangen, ar hyd tir amrywiol ei natur.