Dear Customer

Branch Unplanned Closure

Newcastle Emlyn Post Office
6 Sycamore Street, Newcastle Emlyn, SA38 9AJ

We are writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing on Saturday 19 December at 12:30.

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 will be advertised on our website 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.

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 at the end of the letter. 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 Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch to inform customers.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of possible 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

If you are a local representative, we will write to you again if we have any news about plans for future service provision in the local area.

Yours faithfully

Lowri McCausland

Lowri McCausland
Retail Change Lead

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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Alternative branches

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Velindre Post Office	Services available
Spar Velindre Llandysul SA44 5UG	Offers the same services.

Opening times		Access
Mon - Fri	09:00 - 16:00	There is a step at the entrance to the premises.
Sat & Sun	Closed	

Getting there

Approximately 3.6 miles from Newcastle Emlyn Post Office branch, along varied terrain. There is roadside parking available outside of the branch. Public transport is available to and from the surrounding area.

Henllan Post Office	Services available
Heol y Bedw Henllan Llandysul SA44 5TJ	Offers similar services however excluding Euro Travel Money and Vehicle Tax.

Opening times		Access
Mon - Fri	09:00 - 12:30	Access is level at the entrance to the premises.
Sat	09:00 - 12:15	
Sun	Closed	

Getting there

Approximately 4 miles from Newcastle Emlyn Post Office branch, along varied terrain. There is parking available outside of the branch. There is a regular bus service available between Newcastle Emlyn branch and this Post Office service. The nearest bus stop is approximately 100 metres away.

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.

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

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
- Unplanned closure[1]/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

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

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

[1]Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.