



Dear Customer

Rhymney Post Office®
70 High Street, Rhymney, NP22 5LP

I am writing to confirm that we will be proceeding with our proposal to re-open this service at Nisa, 61 High Street, Rhymney, NP22 5LP, where it will operate as one of our new local Post Office branches.

We received one response from a local representative during the consultation period. Their feedback was in support of our plans, and welcomed the restoration of Post Office services to Rhymney. I am therefore confident that re-opening this service at a new location is the correct course of action to take.

As you may be aware, the previous branch closed temporarily in July 2017 following the resignation of the Postmaster and the withdrawal of the premises for Post Office use. We are now in a position to restore a service to our customers in the local community. The new branch will open at 13:00 on Monday 25 June 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk




Thank you for considering our proposal.

Yours faithfully

Gareth Shylon

Gareth Shylon
Area Network Change Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

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.

Details of the new service:**Rhymney Post Office**

Nisa
61 High Street
Rhymney
NP22 5LP

Opening times

Monday	07:00-23:00
Tuesday	07:00-23:00
Wednesday	07:00-23:00
Thursday	07:00-23:00
Friday	07:00-23:00
Saturday	07:00-23:00
Sunday	07:00-23:00

Services

The majority of services will continue to be available.

Access and facilities

This branch has a wide door and a threshold strip at the entrance.

Transport/parking

Time-restricted roadside parking is available nearby.

Route

This Post Office service is located approximately 50 metres away from the previous branch, along varied terrain.

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.