



Dear Customer

Trinant Post Office®
Wesley Terrace, Trinant, Crumlin, Newport, NP11 3LG.

Branch Temporary Closure

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 temporarily on Saturday 21 July 2018.

We would like to assure you that 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 overleaf. 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.

We 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.

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

Yours faithfully

Gareth Shylon

Gareth Shylon
Area Network Change Manager

How to contact us:

comments@postoffice.co.uk
FREEPOST Your Comments
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.

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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. 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:

Crumlin Post Office

The Village Shop
Unit 5
Crumlin Square
Crumlin
Newport
NP11 4QD

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	09:00 – 21:00

Services

The same range of services will continue to be available with the addition of Euros and Dollars.

Access and facilities

This branch has one step and a handrail at the entrance.

Transport/parking

There is on street parking available nearby.

There is a regular bus service available between Trinant branch and this Post Office service.

The nearest bus stop is 160 metres away.

Route

This Post Office service is located approximately 1.3 miles away from Trinant branch, along hilly terrain.

Crospenmaen Post Office

Nisa Stores
Lon Maes Yr Haf
Crospenmaen
Crumlin
Newport
NP11 3BJ

Opening times

Monday	06:30 – 21:30
Tuesday	06:30 – 21:30
Wednesday	06:30 – 21:30
Thursday	06:30 – 21:30
Friday	06:30 – 21:30
Saturday	06:30 – 21:30
Sunday	07:30 – 21:30

Services

The same range of services will continue to be available with the addition of Euros, Dollars and Car Tax.

Access and facilities

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

Transport/parking

There is parking directly outside the branch.

There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1.7 miles away from Trinant branch, along varied terrain.
