



Dear Sir Madam

**Soughton Post Office®**  
**Previously located at: London Road, Sychdyn, Mold, CH7 6EL**

**Service Re-opening**

I am pleased to inform you that, following the temporary closure of the above Post Office branch in June last year, we will be introducing a temporary Hosted outreach service on 28 March 2018. The service will be run by a temporary agent while we continue to work towards a longer term solution.

The new service will be operated from Soughton Memorial Hall, Sychdyn, Mold, CH7 6ED. Full details of the new temporary service are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use the service. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

We're communicating this change in line with our Code of Practice. You can find more information about the Code at the end of this letter.




I would like to thank you for your patience and continued support during the time taken to resolve this situation.

Yours faithfully

*Carol Williams*

**Carol Williams**  
**Network Operations Manager**

How to contact us:

 [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
 FREEPOST Your Comments  
 [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)

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](http://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 temporary Hosted service:**

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#### **Soughton Post Office**

Soughton Memorial Hall  
Sychdyn  
Mold  
CH7 6ED

#### **Services**

A wide range of services will continue to be available.

#### **Access and facilities**

Access will be level at side entrance.

#### **Transport/parking**

There is a car park, with a disabled space, at the hall.

#### **Opening times**

Monday	13:30 – 15:30
Wednesday	13:30 – 15:30

#### **Route**

This Post Office service is located approximately 320 metres away from the previous branch, along level terrain.

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**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.**



Annwyl Syr/Fadam

**Swyddfa Bost® Sychdyn**  
**A arferai fod yn: Heol Llundain, Sychdyn, Yr Wyddgrug CH7 6EL**

**Ailagor Gwasanaeth**

Mae'n dda gennyf roi gwybod i chi, yn dilyn cau'r gangen uchod dros dro ym mis Mehefin y llynedd, y byddwn yn cyflwyno gwasanaeth Allgymorth Gwesteiol dros dro ar 28 Mawrth 2018. Caiff y gwasanaeth ei redeg gan asiant dros dro wrth i ni ddal i chwilio am ateb hirdymor.

Caiff y gwasanaeth newydd ei redeg o Neuadd Goffa Sychdyn, Sychdyn, Yr Wyddgrug, CH7 6ED. Mae'r manylion llawn am y gwasanaeth dros do ar gael ar ddiwedd y llythyr hwn.

Gwn y bydd y gymuned leol yn ymuno â mi wrth groesawu'r newyddion da a gobeithiwn y byddwch chi a'n cwsmeriaid yn dal i ddefnyddio'r gwasanaeth. Mae croeso ichi rannu'r wybodaeth hon â'r bobl hynny yn eich sefydliad sydd â diddordeb gweithredol yn y mater penodol hwn.

Rydym yn cyfathrebu ynglŷn â'r newid hwn yn unol â'n Cod Ymarfer. Mae rhagor o wybodaeth am y Cod ar ddiwedd y llythyr hwn.




Hoffwn ddiolch ichi am fod yn amyneddgar a chefnogol yn ystod yr amser y mae'n ei gymryd i ddatrys y sefyllfa.

Yr eiddoch yn gywir

*Carol Williams*

**Carol Williams**  
**Rheolwraig Gweithrediadau'r Rhwydwaith**

Sut i gysylltu â ni:

 [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
 FREEPOST Your Comments  
 [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)

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 copiau o'r Cod, maent ar gael mewn canghennau, neu wrth gysylltu â ni neu wrth ymweld â'n gwefan yn: [postofficeviews.co.uk](http://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 posterï a 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,

### **Manylion am y gwasanaeth Gwesteiol dros dro:**

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#### **Swyddfa Bost Sychdyn**

Neuadd Goffa Sychdyn  
Sychdyn  
Yr Wyddgrug  
CH7 6ED

#### **Oriau agor**

Llun	13:30 – 15:30
Mercher	13:30 – 15:30

#### **Gwasanaethau**

Bydd yr un dewis eang o wasanaethau ar gael o hyd.

#### **Mynediad a chyfleusterau**

Bydd y mynediad yn wastad wrth fynedfa o'r ochr.

#### **Trafnidiaeth/parcio**

Mae yna faes parcio wrth y neuadd, gydag un lle ar gyfer pobl anabl.

#### **Llwybr**

Mae'r gwasanaeth Swyddfa'r Post hwn tua 320 metr o'r gangen flaenorol, ar hyd tir gwastad.

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**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.**