



Dear Customer

Service Re-opening

**Pyle Post Office
Pyle Road, Pyle, Bridgend, CF33 6PG**

We are delighted to let you know that we will be restoring the Post Office service to the community in Pyle. The branch closed temporarily in September 2022 following the resignation of the Postmaster.

We have appointed a new postmaster who will operate the Post Office service from the same above premises. The Post Office service will open on Friday 28 April 2023 at 13:00.

Customers will access Post Office services at two counter positions over longer opening hours.

Full details of the new service are provided at the end of this letter and posters will now be displayed at the above branch premises, so customers are aware of the change.

If there are any unforeseen changes to the opening date, posters will be displayed at the branch premises to let customers know.

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 this service. If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours faithfully

Fiona Shanahan

**Fiona Shanahan
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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.

Details of the New Post Office Service at: Pyle

During the Coronavirus pandemic some branches may need to make changes to their opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Pyle Post Office

Pyle Road
Pyle
Bridgend
CF33 6PG

Services

A range of Post Office products and services will be available, with the addition of Vehicle Tax, Euros and Dollars On Demand Travel Money.

Access

The main access at the front entrance of the premises has a wide door with a grab rail and steps.

Access to the rear premises will be level with a wide door. The new postmaster will keep this rear entrance door open to provide access for customers, including wheelchair users who may find the front entrance difficult.

A bell and signage will be installed for customers to request further assistance from staff to gain access to the Post Office. Internally there will be a hearing loop and space for a wheelchair.

Opening times

Monday - Saturday	08:00 - 19:00
Sunday	10:00 – 18:00

Getting there

This Post Office service will be located at the same premises on Pyle Road in Pyle.

There are two parking spaces at the rear of the premises which is accessible from the side alley.

Customers with wheelchairs and those less abled may park at the rear of the premises.

Time restricted roadside parking is available in the lay by nearby.

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
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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

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

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¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.