



Dear Customer,

**Cilfrew Post Office**  
**10 Main Road, Cilfrew, Neath, West Glamorgan, SA10 8LP**

We're writing to let you know that we're changing the above Post Office to one of our Local style branches.

Customers would access Post Office services at a low-screened, open-plan, modern serving point that's part of the retail counter. Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed. The branch will offer a wide range of Post Office products and services over longer opening hours Mon – Sat 07:30 – 18:00, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches is high, and many local branch customers visit outside traditional opening hours.

Customers will still be able to get most of the Post Office products and services they are used to, however, for a small number of services they may need to go on-line, call us or visit an alternative Post Office. Paper-based, manual transactions, payment by cheque will not be available, details of product availability are provided below.

The branch closed for refurbishment on Wednesday 29 September 2021. Your newly refurbished branch reopened at this location on Wednesday 15 December 2021.

The following branches will be happy to provide customers with Post Office services during this period.

- Neath Post Office, 48 Wind Street, Neath, West Glamorgan, SA11 3EN
- Tonna Post Office, 34 Heol Caredig, Tonna, Neath, West Glamorgan, SA11 3LQ

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.

Posters will now be displayed in branch so customers are aware of the change. We hope that you and our customers will continue to support your new style Post Office service.

Yours sincerely,

*Fiona Shanahan*

**Fiona Shanahan**  
**Network Provision Lead**

**How to contact us**

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.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.**

## Cilfrew Post Office services available

**For information about product availability call 03457 22 33 44. For details of maximum value of transactions, please speak to the operator.**

	Current branch	New branch
<b>Mail</b>		
First & Second Class mail	✓	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓
Signed For	✓	✓
Special Delivery	✓	✓
Home shopping returns	✓	✓
Inland small, medium & large parcels	✓	✓
Express & contract parcels	✓	<b>Express 24 &amp; 48</b>
British Forces Mail (BFPO)	✓	✓
International letters & postcards (inc. Tracked & Signed)	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓
Parcelforce Worldwide International parcels	✓	x
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✓
Drop & Go	✓	✓
<b>Withdrawals, deposits and payments</b>		
Post Office Card Account	✓	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Automated bill payments (card or barcoded)	✓	✓
Key recharging	✓	✓
<b>Licences</b>		
Rod fishing licences	✓	✓
<b>Travel</b>		
Pre-order travel money	✓	✓
Travel insurance referral	x	✓
Mobile Top-ups & E vouchers	✓	✓
<b>Payment by cheque</b>	✓	<b>Car tax only</b>
Products marked x are available at <b>Neath</b> Post Office, 48 Wind Street, Neath, West Glamorgan, SA11 3EN	Opening times: Mon – Sat      08:30 – 17:30 Sun              Closed	
Other Products are available at <b>Tonna</b> Post Office, 34 Heol Caredig, Tonna, Neath, West Glamorgan, SA11 3LQ	Mon – Sun      09:00 – 15:00	

## **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](https://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 closure<sup>1</sup> / 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**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.