



Dear Customer,

**Branch Unplanned Closure**

**Dunraven Place Post Office  
4-5 Wyndham Street, Bridgend, CF31 1AB**

Due to the redevelopment at the above location, Dunraven Place Post Office will need to close and move to temporary premises. We have been working with the landlord who has assisted the Post Office to remain at its current location for as long as possible, however due to the extensive building works planned, we have agreed to vacate the site on Monday 29 June 2026 at 17:30.

To maintain Post Office services for our customers in Bridgend, we have been engaging with Bridgend County Borough Council and we are pleased to advise they have identified temporary premises for the Post Office in the Rhiw Shopping Centre.

The interim service will commence on Tuesday 30 June 2026 at 13:00, at 20 - 22 Caroline Street, Bridgend, CF31 1DQ, and be run by an interim operator whilst we continue to work to find a more sustainable solution. The Post Office will be located in part of the premises accessed via the Rhiw Shopping Centre and not from the Caroline Street entrance. When it opens at this interim location it will be known as Bridgend branch.

Posters will be displayed locally to let customers know about the interim service and current branch closure. Should the dates change, further posters will also be displayed to keep customers updated.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies. An extract relating to Notification is available at the end of this letter.

We hope that our customers will continue to use their local Post Office branch.

Yours faithfully,

*Karl Haddon*

**Karl A Haddon  
Retail Change Lead**

How to contact us:  
[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](http://postofficeviews.co.uk)  
FREEPOST Your Comments

## Interim Service Details

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

For additional information about product availability call 03457 223344.  
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.  
Postage services from other companies are also available in selected branches.

Bridgend Post Office		Services available
Rhiw Shopping Centre 20 - 22 Caroline Street Bridgend CF31 1DQ		A range of services will be available.
Opening times		Access
Monday – Friday	09:00 – 17:30	Access is level at the entrance to the premises.
Saturday	09:00 – 12:30	
Sunday	Closed	
Getting there		

Approximately 0.1 miles from Dunraven Place Post Office branch, along a varied terrain. There are disabled bays located outside Rhiw Shopping Centre on The Rhiw Road, with Pay & Display parking available nearby. There is no bus service available between Dunraven Place branch and this service.

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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.

## **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
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

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

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.