

Dear Customer,



Branch Unplanned Closure

**Forge Side Post Office
8 Clapham Terrace, Forge Side, Blaenavon, Pontypool, NP4 9DE**

We are writing to advise you that, regrettably due to operational reasons, the branch closed on Friday 11 July 2025. Please accept my apologies for the late notification on this occasion. We are hoping the branch will re-open in November 2025. Once we have more information, posters will be displayed at the branch.

We would like to apologise for the inconvenience the closure may cause. We hope that our customers will continue to use the Post Office and full details of possible alternative Post Office services in the area are shown at the end of this letter. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

We will display posters in the branch to inform customers.

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 at the end of the letter. 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.

If you are a local representative, we will ensure that you are kept advised of developments in due course.

We would like to thank you for your patience at this time.

Yours faithfully,

David Hunt

**David Hunt
Area Change Manager**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Alternative branches

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website 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

Blaenavon Post Office		Services available
40 Broad Street Blaenavon Pontypool NP4 9NF		Offers the same services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Sat	08:00 – 22:00	Access is a threshold strip at the entrance to the premises.
Sun	09:00 – 22:00	
Getting there		
Approximately 0.8 miles from Forge Side Post Office branch, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.		

Garndiffaith Post Office		Services available
Premier 61 Stanley Road Garndiffaith Pontypool NP4 7LH		Offers the same services, with the addition of On Demand Travel Insurance.
Opening times		Access
Mon - Sun	06:30 – 21:00	Access is level with automatic doors at the entrance to the premises.
Getting there		
Approximately 3.1 miles from Forge Side Post Office branch, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.		

Talywain Post Office		Services available
Willis Newsagents 79 Commercial Road Talywain Pontypool NP4 7HX		Offers the same services.
Opening times		Access
Mon - Sat	06:30 – 13:00 13:30 – 17:00	Access is a step at the entrance to the premises.
Sun	07:00 – 12:00	
Getting there		
Approximately 3.5 miles from Forge Side Post Office branch, along varied terrain. There is a Car park, available opposite the branch. There are local buses serving the surrounding area.		

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

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 closure¹/ 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹Where 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.