



Dear Customer

Branch Temporary Closure

Paincastle Stop Outreach Service

The car park of the Roast Ox Inn, Paincastle, Builth Wells, Powys LD2 3JL.

We are writing to advise you that, regrettably, for operational reasons, the above branch closed temporarily on Wednesday 12 July 2023. Please accept my apologies for the late notification on this occasion.

We are working to restore the Outreach service at Paincastle and I apologise for any inconvenience this temporary closure may cause locally.

In the interim, we hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

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

Fiona Shanahan

Fiona Shanahan

Network Provision Lead

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 its opening hours.

The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Glasbury Post Office
Glasbury Service Station
Glasbury
Hereford
HR3 5NP

Services

Offers similar services, with the addition of a comprehensive range of Travel Money and National Lottery, however excluding Vehicle Tax.

Opening times

Monday - Friday	09:00 – 13:00
Saturday	10:00 – 12:00
Sunday	Closed

Access

This branch has a wide door and level access at the entrance to the premises.

Getting there

This Post Office service is located approximately 5.7 miles away from Painscastle Outreach Stop, along level terrain. Customer parking is available in front of the branch. There are no local buses serving the surrounding area.

Hay-on-Wye Post Office

Oxford Road
Hay-on-Wye
Hereford
HR3 5AJ

Services

Offers similar services, with the addition of a comprehensive range of Travel Money, however excluding Vehicle Tax.

Opening times

Monday - Saturday	09:00 – 17:00
Sunday	Closed

Access

This branch has a wide door with level access at the entrance.

Getting there

This Post Office service is located approximately 5.8 miles away from Painscastle Outreach Stop, along varied terrain. There is a fee payable car park within 100 meters of the premises with a pedestrian crossing leading directly to the car park. 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
- 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, Consumer 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, Consumer 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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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.