

Compliance Assessment Report

Report ID:
CAR_NRW0032169

This form will report compliance with your permit as determined by an NRW officer

Site	Cross Hands EPR/BU8002IT	Permit Ref	BU8002IT		
Operator/Permit holder	Dawn Cross Hands (Dawn Meats UK)				
Regime	Installations				
Date of assessment	16/02/2017	Time in	10:00	Out	15:00
Assessment type	Audit				
Parts of the permit assessed	2.2.5.3 - Primary and secondary containment				
Lead officer's name	Jenkins, Nicholas				
Accompanied by					
Recipient's name/position	Alison Trace/ HSE Manager	Date issued	19/09/2017		

Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations or the licence under the Water Resources Act 1991 as amended by the Water Act 2003. A detailed explanation is captured in "Compliance Assessment Report Detail" (Section 2) and any actions you may need to take are given in the "Action(s)" (section 4). This summary details where we believe any non-compliance with the permit has occurred, the relevant condition and how the non-compliance has been categorised using our Compliance Classification Scheme (CCS). CCS Scores can be consolidated or suspended where appropriate, to reflect the impact of some non-compliances more accurately. For more details of our CCS scheme, contact your local office.

Permit conditions and compliance summary	CCS Category	Condition(s) breached
B1 - Infrastructure - Engineering for prevention and control of emissions	C3	2.2.5.3

KEY: See Section 5 for breach categories, suspended scores will be indicated as such.

A = Assessed or assessed in part (no evidence of non-compliance), **X** = Action only,

O = Ongoing non-compliance, not scored.

Number of breaches recorded	1	Total compliance score (see section 5 for scoring scheme)	4
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If the Number of breaches recorded is greater than zero, please see Section 3 for our proposed enforcement response

Section 2 – Compliance Assessment Report Detail

This section contains a report of our findings and will usually include information on:

- The part(s) of the permit that were assessed (eg. Maintenance, training, combustion plant, etc)
- Where the type of assessment was 'Data Review' details of the report/results triggering the assessment
- Any non-compliances identified
- Any non-compliances with directly applicable legislation
- Details of any multiple non-compliances
- Information on the compliance score accrued inc.
- Details of advice given
- Any other areas of concern
- Any actions requested
- Any examples of good practice
- A reference to photos taken

Attendees

Charlotte Sutton; Fiona McLachlan; Alison Trace; Simon Grove; Kerry Rodgers - Dawn Meats
Nick Jenkins - Natural Resources Wales

Audit Agenda

1. Primary and secondary containment of fluids at the installation (permit condition 2.2.5.3)

Background

Natural Resources Wales adopts a sector approach to regulation whereby Schedule 1 operations as defined by the Environmental Permitting (England and Wales) Regulations 2010 are divided into relevant areas that best represent the activities. Dawn Meats UK (Dawn Meats) prepares raw meat for retail sales to major retailers. This means that the operator sits in the food and drink sector and therefore must have consideration to the relevant guidance in how it provides evidence of compliance with its environmental permit. NRW must also ensure that the objectives driven by the sector group are cascaded to the operator and are audited.

One of the principal objective for the food and drink sector for 2016/17 is for all primary and secondary containment to be assessed against relevant guidance. For this assessment the following guidance/good practice notes will be used: how to comply with your environmental permit; CIRIA C736 (containment of polluting substances) and HSE guidance on tank storage.

2016/17 objectives for the food and drink sector

The primary objective of the sector plan is to review all the tank storage and associated bunding and drainage on site. Other targets within the sector group include:

- Identify and incorporate the Sustainable Management of Natural Resources principals.
- Identifying and Implementing COMAH 2015, where applicable.
- Consistency in regulation
- Succession Planning and Training
- Waste and by products
- Water framework directive

How to comply with your environmental permit (version 8) describes the standards and measures the operator must use to control the most common risks of pollution from onsite activities and how to comply with the conditions of the permit. The permit condition to which we will assess is 2.2.5.3 which states that:

Where liquids and sludges are stored within bunded areas:

- Each bunded area shall have a capacity of not less than 110% of the total capacity of the largest tank, or container, situated within the bund
- The floors and walls of the bund shall be impervious to the contents of the tank, or containers, situated within the bund.
- All tanks and containers are accurately labelled to show their contents.
- Bunds shall not have any drainage outlets
- Rainwater shall be removed from all bunds by bailing, or manual pumping, and treated as contaminated water. This water shall be disposed of at a suitable, licensed, waste management facility or discharged to the on site effluent plant if suitable.

CIRIA 736 – containment systems for the prevention of pollution has been developed to assist owners and operators of industrial and commercial facilities storing substances that may be hazardous to the environment. It is applicable to the containment of a wide range of substances and to all sizes of sites from small commercial premises with a single storage tank, through to large chemical or petrochemical sites. The guidance is provided for the design, and construction of new secondary containment systems and also the inspection, maintenance, repair, extension and upgrading of existing installations.

CIRIA guidance outlines a 3 tier risk assessment methodology which considers the associated risks from the pollution hierarchy of source receptor pathway and suggests a suitable containment system to minimise the pollution risk. The same risk methodology will be applied to each substance under investigation at the Dawn Meats installation.

It also states that:

- Any gaps between the recommendations presented here [in the guidance] (or other specific codes etc agreed between regulators and industry) and the situation at a specific site should be dealt with in a manner that satisfies the relevant legal requirements (including risk and cost-benefit factors in deciding whether to upgrade). It is recognised in the guidance that the costs of upgrading existing facilities might outweigh the environmental benefit, and therefore not be viable, or that other equally effective risk reduction measures to those suggested in the guidance may be implemented.

The Health and Safety Executive have published guidance on the storage of substances which may be hazardous to health. Many of the publications have been produced following the Buncefield disaster 2005 and relate to above ground tanks. These include Guidance note PM75 - Glass reinforced plastic vessels and tanks; HSG176 - Storage of flammable liquids in tanks and HSG235 – Bulk storage of acids.

1. Primary and Secondary containment of fluids at the installation

The installation sits upon the south wales middle coal measures formation bedrock aquifer which is designated as a minor groundwater vulnerability zone. Any effluent discharges from the operations either fugitive or point source are directed to the onsite Effluent Treatment Plant (ETP). The ETP discharges into Carmarthen county council pumping station to the west of the installation under a consent. The discharge from the works flows into the river Gwilli (Moderate classification under the Water Framework Directive). Any surface water is diverted to the onsite interceptors before discharging into the adjacent offsite settlement pond via a manual shut off valve. The pond also discharges to the Gwilli.

Dawn Meats has ten bunded areas at its Cross Hands installation ranging in size from around 1.5m³ to 148.5m³, storing substances ranging in hazardous properties from mains cold water to cleaning in process chemicals (including Sodium Hypochlorite and Sodium Hydroxide).

We considered many of the external bunded areas but did not investigate the fresh meats chemical stores ConT-010. This area had previously been identified as an area of concern and remediated in July 2014. In addition, limited inspection was made of ConT-002 DAF skimmings tanks and ConT-003 Transformer containment. Further assessment of this area will be carried out at the next opportunity.

Each heading below provides the reference of the bund; its description; its volume and construction material. Both the material and volume have been taken from Environmental Efficiency's bund integrity assessment (Ref 1975-01 v1.00 produced May 2017). Plate 1 below has been developed to identify the location of the bunds; the surface water perimeter drain and the discharge point into the environment. Many of the primary tanks and associated bunds are close to the surface water drains and any breach of the secondary containment would get captured in this system. There appears to be no direct link between the drainage system and the discharge point until the fluids have passed through the onsite interceptors located on the west of the installation. It is worth pointing out that interceptors are primarily designed to treat oil.



Plate 1 - Location of bunded areas and drainage system

ConT-001 – Effluent treatment plant bund – Reinforced concrete, unlined (0.3x15.0x33.0m)

This is the largest storage area and as such reflects the large bund retention volume i.e. 148.5m³. In this area are three of the largest onsite tanks including the **balance tank for the dissolved air flotation (DAF) process** and the **hot and cold water tanks**. Per drawing entitled 'DAF bund 02-23-440', both the balance tank and DAF units are stored within their separately constructed bunds (172.8m³ and 17.47m³ respectively). The drawings suggest a 1600mm high wall that surrounds both the balance tank, lift sump and fine screen pit. This is not clear in reality and was confirmed as absent by the operator. The DAF unit is housed within a building with the intention to minimise odours and during the audit but this bund was not verified against the drawings. This will need to be clarified. This bund is sited closest to the discharge point.

The balance tank is a 150m³ hot dipped galvanised mild steel shell with vitreous enamelled coating (Drawing No. 881871 produced by Kee process Ltd.). There is no specification for the hot

or cold water tanks but the volumes are 100m³ and 200m³ respectively. Both hot and cold water tanks are stored externally and would contribute to the retention volume of ConT-001. Storage temperatures of the hot and cold water tank were presented as between 24-32°C and ambient respectively. No maintenance regimes of any of the tanks in this area were provided specifically non-destructive testing. The tanks were purchased when the site was constructed i.e. 2004.

Other chemicals stored in ConT-001 are used for the balancing of the waste water before discharge and include: Sodium Hydroxide; Aluminium chloride (AQUATREAT) and Hydrochloric acid all stored in IBCs on drip trays.

Areas of concern include:

1. Sections of the bund floor adjacent to the hot and cold water tanks which are not impermeable, instead they are covered with chippings and it is unclear of the containment beneath these sections (See photo 1).
2. At least one drain point showed signs of deterioration. Dawn advised that the drain was directed back to the ETP process but it is the area around the drain which is questionable as to where any emission would travel through the bunded area (See photo 2).
3. Electrical cabling connections transect the bund as they travel between the item of plant and the energy source. This will render the bund ineffective as there is a pathway through the cabling housing.
4. The volume of the ETP bunded area must be greater than 110 percent of the largest tank. The largest tank in this area is the balance tank (150m³) so the bund must be at least 165m³.
5. The fall of the bund is toward the entrance to the energy centre which is gated and not bunded. There is a surface water drain which runs along the frontage of the gates which flows to the discharge point following passage through the interceptor.



Photo 1 – Permeable surfaces around hot and cold water tanks



Photo 2 – Cracks around drain in ETP bund



Photo 3 – cabling entering bund floor

Risk assessment – Source Hazard rating = Medium; Pathway Hazard Rating = High; Receptor Hazard Rating = High

Compliant – No

1. Reason – The capacity of the bund is below the required minimum i.e. 110% of the

largest tank;

2. Reason – There are permeable areas within the bund where liquid can penetrate;
3. Reason – There are cracks around the drain within the bund;
4. Reason – There are drain outlets within the bund as identified by Environmental Efficiency.

ConT-004 Waste oil tank bund – Reinforced concrete, unlined (0.43x2.49x3.48m)

Stored within this bund is a medium density polyethylene (MDP) 2500 litre/2.5m³ double skinned oil tank manufactured by Tuffa tank. Limited details have been provided for the specification of the bund but details of the tank capacity have been supplied i.e. 3.7m³. The visual assessment indicated the bund walls and floor are constructed of concrete with a sump in the corner to allow for ease of water removal. This tank appears to be away from the main traffic route therefore reducing the risk of impact.

Risk assessment – Source Hazard rating = High; Pathway Hazard Rating = Low; Receptor Hazard Rating = High

Compliant - Yes

ConT-005 Cooked foods chemical store – Reinforced concrete, unlined (0.3x3.3x6.7m)

Multiple drums and IBCs are stored within this covered and locked area. Cleaning in process (CIP) chemicals that include Sodium hydroxide, are stored on pallets and beneath the steel stripped floor is a catch pit of around 6.6m³. This pit is drained and any fluids removed off site in accordance with Dawn's relevant procedures. Previously, we have scored the operator for storing drums over the perimeter of the drain which is outside of the bunded area and we recommend that every time the area is accessed either for filling or emptying, the contents are always stored within the bunded area. Any chemicals escaping the bund and entering the surface water system will be untreated at the interceptor and likely to flow to the discharge point if undetected.

The maximum storage capacity of the store is not clear and therefore to make a judgement of the bund capacity is not appropriate. Dawn Meats is clear that the volume of liquids stored in this area will not exceed the bund capacity and has agreed to develop signage/procedure to ensure that the capacity is not exceeded.

Risk assessment – Source Hazard rating = High; Pathway Hazard Rating = Medium; Receptor Hazard Rating = High

Compliant – Not enough information to make an assessment but further work can be undertaken to ensure compliance with the permit.

ConT-006 Fat transfer tank sump – Reinforced concrete, unlined (0.5x3.0x2.5m)

Limited information was supplied regarding the bund in this area but the intention of it is to catch overflows from the fat transfer tank stored in ConT-007. Most the bund is below ground and at the time of the audit there was evidence of a crack in the bund which could mean the integrity of it is in doubt. The primary container appears to be stainless steel but the specification was not presented neither was the volume. It is also unclear whether the bund can capture any leaks from the tank around the areas that sit beneath the surface. The nature of this substance is expected to be highly viscous and is likely to have high BOD property which will impact upon sensitive water bodies.

Risk assessment – Source Hazard rating = Medium; Pathway Hazard Rating = Medium; Receptor Hazard Rating = High

Compliant – No

1. **Reasons – At the time of the inspection, the walls of the bund were not impervious to the contents of the tanks stored within;**
2. **Reason – Unclear whether the tank, which appears to sit beneath the bund is contained.**

ConT-007 Fat storage tank bund – Reinforced concrete, unlined (1.4x6.0x5.0m)

Two large steel vessels are located within this bund, one of which is apparently redundant and formerly stored CIP wash. The remaining tank's volume was measured subsequent to the audit and was presented as 63.97m³ (r=1.89m l=5.7m) but the specification was not presented on the day or following the audit. The bund capacity had been calculated at 40.5m³ by Environmental Efficiency (EE) based on the figures presented above and therefore the remaining tank's capacity is likely to be larger than the bund volume, therefore not in compliance with its permit condition. The operator re-measured the bund dimensions (22 August 2017) and found that they were greater than EE had advised i.e. 1.34x6.32x8.85m which gives a volume of 74.95m³.

The specification of the bund was visually assessed as concrete but no other details were provided. There is pipe work which penetrates the bund and appears to be redundant. This too will influence the bund integrity. Pipework on the outside of the bund was evident and this too can pose a risk to surface waters if damaged unintentionally or chronic failure. The nature of this substance is expected to be highly viscose and is likely to have high a BOD property which will impact upon sensitive water bodies.



Photo 4 – Pipes penetrating the bund wall



Photo 5 – redundant piping penetrating the bund

Risk assessment – Source Hazard rating = Medium; Pathway Hazard Rating = Medium; Receptor Hazard Rating = High

Compliant – To be confirmed at next opportunity

1. **Reason – There is a disparity between the volumes presented by EE and Dawn Meats and this will have an impact on compliance if the EE assessment is correct.**
2. **Reason – At the time of the inspection, pipework penetrated the bund wall**

ConT-008 Firewater engine, bulk diesel – Reinforced concrete, unlined (0.4x2.9x1.3m)

Inside this bund is a Harlequin 1100BND MDP tank storing gas oil (35 sec). The capacity of the tank is 1100 litres or 1.1m³ and the retention volume of the bund is calculated at 1.5m³. No specification of the bund was submitted. We identified a drain pipe at the rear of the bund which passed through the concrete structure which would impact upon its integrity. A subsequent third party investigation also identified that rainwater was seeping through the front joint of the bund thus making the bund pervious to the contents. Any spills, leaks from this tank should be captured in the surface water system which will be treated in the interceptor before being discharged.

Risk assessment – Source Hazard rating = High; Pathway Hazard Rating = Low; Receptor Hazard Rating = High

Compliant – No

1. Reason – Outlet identified at the rear of the bund
2. Reason – Possible seepage of rain water through the bund

ConT-009 Diesel fuel tank for road vehicles - Reinforced concrete, unlined (0.5x3.3x3.7m)

The specification of this tank was gathered on the day of the audit – Titan FM5000 double bunded tank. The specification of the bund was not provided but visually appeared to be appropriate. There is a concern with the location of the tank/bund being in the main route of traffic around the east part of the installation. The concern is that the tank/bund is without any barriers to keep the traffic away from an impact which could damage either the bund or the tank.

Risk assessment – Source Hazard rating = High; Pathway Hazard Rating = Low; Receptor Hazard Rating = High

Compliant – Yes

1. Recommendation – Traffic barrier to be considered along the vulnerable sections of the tank and bund.

Previous bund/tank assessments

In May 2014, Dawn Meats contracted the services of OES to undertake a bund integrity survey. The integrity and condition of assets was assessed in accordance with the requirements of statutory guidance PPG2 and PPG26 and the CIRIA/and the Environment Agencies joint guidelines for Masonry Bunds for Tanks (CIRA R163 and BS1992-9 – Eurocode 2 – Design of concrete structures – Part 3: Liquid retaining and containment structures). The integrity of the site containment assets was also assessed in accordance with condition 2.2.5.3 of the permit. Of the ten bunded areas, several recommendations were produced by OES which NRW sought clarification as to whether the improvements had been implemented. The actions and the responses from Dawn Meats are provided in Table 1 below.

Table 1

Containment Ref. and description	Primary Tank Specification	OES Actions	Completed Y/N? Please provide evidence
ConT-001 Effluent treatment plant bund	DAF Tank - Manway hot dipped galvanised mild steel shell with vitreous enamel coating. Hot and cold water tank specifications and volumes were not presented. Storage of water treatment chemicals including NaOH; Al	Advised that expansion joints, cable ducts and small area between balance tanks and forward feed pump sump be made impermeable to water.	Yes - Please refer to corresponding work orders 61172 and 61173. Planned start 08/03/17

	chloride and HCl in IBCs.		
ConT-002 DAF skimming's tank	Steel – specification not presented.	No actions	N/A
ConT-003 Transformer containment	Steel – specification not presented	It is advised that a complete visual inspection of containment be carried out when transformers compound is being maintained.	The 3-yearly bund integrity inspection to be completed 04/05/17.
ConT-004 Waste oil tank bund	Medium density polyethylene (2500 Litre capacity)	No actions	N/A
ConT-005 Cooked foods chemical store	Mix of IBCs and drums of varying volumes.	Site should review housekeeping arrangements (storage of chemicals and containers) within bund	Yes – Completed at time of audit
ConT-006 Fat transfer tank sump	Stainless steel - specification and volume not presented.	Redundant pipe passing through the containment wall is less than satisfactory. The crack in the containment showed no sign of leakage.	Yes - Please refer to corresponding work orders 61177 and 61178. Planned start 08/03/17
ConT-007 Fat storage tank bund	Stainless steel – specification and volume not presented.	The routing of a pipe through the bund is not good practice. Sealing around these pipes should be inspected regularly.	Yes - Please refer to corresponding work order. No work order submitted to NRW. The 3 yearly bund integrity inspection to be completed 04/05/17.

ConT-008 Firewater engine, bulk diesel tank	Medium density polyethylene 1100 litre tank.	Failures for secondary containment and tertiary containment should be addressed. i.e. drain on bund, high level of oil tank, and outlet on double skin tanks passing through primary and secondary containment.	Yes - Please refer to corresponding work order 61180 In addition a high level alarm in place.
ConT-009 Diesel fuel tank for road vehicles	Double skinned 5000 litre Titan FM5000.	Site is advised to reconnect overflow alarm.	Yes – Overflow alarm reconnected.

Although we welcome the implementations of the recommendations it is clear from reviewing the work orders that many were not actioned until almost 3 years after the recommendations were made by OES and were likely to have been instigated following the additional audits undertaken either by Environmental Efficiency (In February 2017) or NRW.

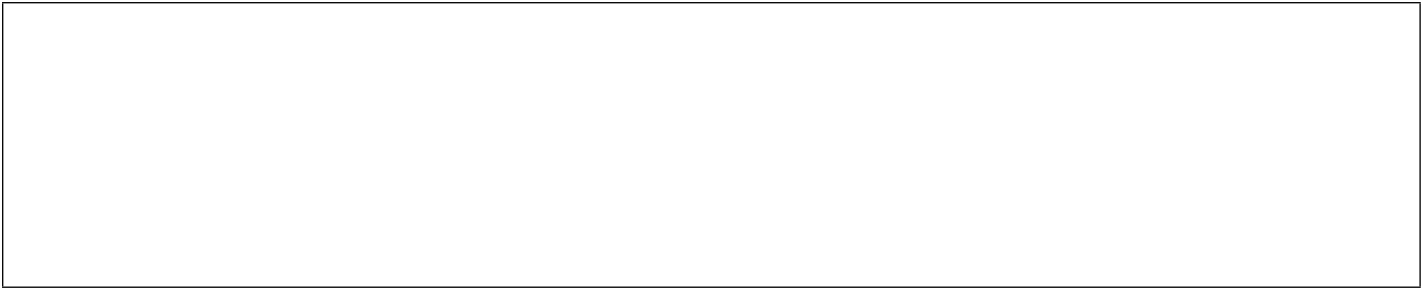
Tertiary containment

Dawn has additional spill protection/tertiary containment at the Cross Hands site namely a manual shut off valve at the point of discharge into the environment. All surface water that lands on the site is directed via interceptors to this discharge point. Any liquids or sludges that escape their secondary containment are likely to travel toward this point as they flow into the perimeter surface water drains. Dawn has taken responsibility for the maintenance and inspection of this valve which is carried out on a 13 week and daily basis respectively. The concern is that the valve can only be operated at the discharge point, which is off site and therefore requires access by authorised personnel. This could have an impact on the receiving watercourse in the time taken to contain any low viscosity products. Subsequent to the audit, the operator created and submitted a procedure 17 August 2017 entitled EVP034 - Penstock Gate Operation. This outlines the operation both manually and automatic of the penstock and the operator advised that the procedure has been formalised and that all security staff have been trained.

Conclusion

Of the ten bunded areas at the Cross Hands installation, we inspected seven on the day of the audit. These were considered the highest risk areas based on the materials and the volumes stored in the primary tanks. Permit condition 2.2.5.3 outlines what is expected from each bunded area and of the seven inspected, only two were considered suitable (four were considered in breach of the permit with one being unsuitable to confirm compliance). Dawn Meats has recognised that bunds are a fundamental part of environmental control by contracting consultants to review their structures but it has failed to consider the recommendations made. Following the audit Dawn has once again brought in expert advice to review its bunds with further concerns raised which now need to be resolved. Dawn has addressed many of the issues by the way of work orders but further work is required to bring all bunds into compliance. Due to the nature of some of the substances stored and the tertiary containment provided we will not require Dawn to resolve the issues immediately but work with the operator to ensure compliance with its permit. We recognise that the costs of upgrading existing facilities might outweigh the environmental benefit, and therefore not be viable, or that other equally effective risk reduction measures may be implemented.

[END]



EPR Compliance Assessment Report

**Report ID:
CAR_NRW0032169**

This form will report compliance with your permit as determined by an NRW officer

Site	Cross Hands EPR/BU8002IT	Permit Ref	BU8002IT
Operator/Permit holder	Dawn Cross Hands (Dawn Meats UK)	Date	16/02/2017

Section 3 – Enforcement Response

You must take immediate action to rectify any non-compliance and prevent repetition.

Non-compliance with your permit conditions constitutes an offence and can result in criminal prosecutions and/or suspension or revocation of a permit. Please read the detailed assessment in Section 2 and the steps you need to take in Section 4 below.

In respect of the above non-compliance you have been issued with a warning. At present we do not intend to take further enforcement action. This does not preclude us from taking additional enforcement action if further relevant information comes to light or offences continue.

Section 4 – Action(s)

This section summarises the actions identified during the assessment along with the timescales for when they will need to be completed.

Criteria Ref.	CCS Category	Action required/advised	Due Date
See Section 1 above			
B1	C3	Operator to ensure that all bunds which contain liquids are compliant with the conditions of the permit.	28/02/2018

Section 5 – Compliance notes for the Operator

To ensure you correct actual or potential non-compliance we may

- Advise on corrective actions verbally or in writing
- Require you to take specific actions verbally or in writing
- Issue a notice
- Require you to review your procedures or management system
- Change some of the conditions of your permit
- Decide to undertake a full review of your permit

Any breach of a permit condition is an offence and we may take legal action against you

- We will normally provide advice and guidance to assist you to come back into compliance either after an offence is committed or where we consider that an offence is likely to be committed. This is without prejudice to any other enforcement response that we consider may be required.
- Enforcement action can include the issue of a formal caution, prosecution, the service of a notice and/or suspension or revocation of the permit.

See our Enforcement and Civil Sanctions guidance for further information

This report does not relieve the site operator of the responsibility to

- Ensure you comply with the conditions of the permit at all times and prevent pollution of the environment
- Ensure you comply with other legislative provisions which may apply

Non-compliance scores and categories

CCS category	Description	Score
C1	A non-compliance that could have a major environmental effect	60
C2	A non-compliance which could have a significant environmental effect	31
C3	A non-compliance which could have a minor environmental effect	4
C4	A non-compliance which has no potential environmental effect	0.1

Operational Risk Appraisal (Opra) - Compliance assessment findings may affect your Opra score and/or your charges. This score influences the resource we use to assess permit compliance.

Section 6 – General information

Data protection notice

The information on this form will be processed by the Natural Resources Wales (NRW) to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s). The NRW may also use and/or disclose it in connection with:

- Offering/providing you with its literature/services relating to environmental matters
- Consulting with the public, public bodies and other organisations (eg. Health and Safety Executive, local authorities) on environmental issues
- Carrying out statistical analysis, research and development on environmental issues
- Providing public register information to enquirers
- Investigating possible breaches of environmental law
- Assessing customer service satisfaction and improving its service
- Freedom of Information Act/Environmental Regulations request

The NRW may pass it on to its agents/representatives to do these things on its behalf. You should ensure that any persons named on this form are informed of the contents of this data protection notice.

Disclosure of information

The NRW will provide a copy of this report to the public register(s). However, if you consider that any information contained in this report should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within fifteen working days of receipt of this form indicating which information it concerns and why it should not be released, giving your reasons in full.

Customer charter

What can I do if I disagree with this compliance assessment report?

If you are unable to resolve the issue with your site officer, you should firstly discuss the matter with officer's line managers using the informal appeals procedure. If you wish to raise your dispute further through our official Complaints and Commendations procedure, phone our general enquiry number 0300 065 3000 (Mon to Fri 08.00 – 18.00) and ask for the Customer Contact team or send an email to enquiries@naturalresourceswales.gov.uk. If you are still dissatisfied you can make a complaint to the Public Services Ombudsman for Wales. For advice on how to complain to the Ombudsman phone their helpline on 0845 607 0987.

Welsh Language

If you would like this form in Welsh please contact your Regulatory Officer.