

Compliance Assessment Report

Report ID:
CAR_NRW0027091

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

Site	Port Talbot Steel Works EPR/BL7108IM	Permit Ref	BL7108IM		
Operator/Permit holder	Tata Steel UK Limited				
Regime	Installations				
Date of assessment	31/03/2016	Time in	N/A	Out	N/A
Assessment type	Check Monitoring/Sampling				
Parts of the permit assessed	3 Emissions and Monitoring; 4 Information				
Lead officer's name	Cowie, Douglas				
Accompanied by					
Recipient's name/position	Jason Heatman/ Senior Environmental Engineer	Date issued	15/02/2017		

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
A1 - Infrastructure - Specified by permit	A	
C2 - Infrastructure - Management system and operating procedures	A	
E1 - Infrastructure - Air	C3	3.1.2 Emissions to air
	C3	3.1.2 Emissions to air
E2 - Infrastructure - Land and groundwater	C3	3.1.1 Emissions to land
E3 - Infrastructure - Surface water	C3	3.1.2 Emissions to water
G2 - Infrastructure - Records of activity, site diary/journal/events	A	
G4 - Infrastructure - Reporting and notification to Natural Resources Wales	A	

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	4	Total compliance score (see section 5 for scoring scheme)	16
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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

Site description

Tata Steel UK Ltd (Tata) operates an integrated iron and steel works at Port Talbot, Neath Port Talbot. The site is permitted as an installation under the Environmental Permitting Regulations (EPR). The steelworks has several identifiable permitted processes which are carried out sequentially across the installation to convert raw iron ores and coal to semi finished (slab) and finished steel products (such as hot rolled, pickled and oiled, cold rolled and annealed). The permit also covers coke making and the reception, stockpiling and blending of raw iron making materials. Three other companies, Cambrian Stone, Harsco Metals and ICL, undertake separately-permitted slag handling, iron plating and cold mill effluent treatment activities at the steelworks on Tata's behalf.

Purpose of visit/assessment

Condition 4.3.1(a) of permit BL7108IM requires the operator to inform Natural Resources Wales (NRW) in the event that the operation of the (permitted) activities gives rise to an incident or accident which significantly affects or may significantly affect the environment.

Condition 4.3.1(b) of permit BL7108IM requires the operator to inform NRW in the event of a breach of any permit condition.

Condition 4.3.2 specifies that any information provided under condition 4.3.1 where the information relates to the breach of a limit specified in the permit, shall be confirmed by sending the information listed in Schedule 5 to this permit within the time period specified in that schedule.

Schedule 5 of the permit outlines the information that the operator must provide and is divided into Part A and Part B. The schedule provides a framework/template for informing and/or notifying NRW in accordance with the requirements of condition 4.3.1.

Condition 3.1.1 states that there shall be no point source emissions to water, air or land except from the sources and emission points listed in Schedule 3 of the permit.

Condition 3.1.2 requires that the limits given in Schedule 3 of the permit (point source emissions) shall not be exceeded.

The following operator notifications have been received concerning breaches/exceedances, incidents or accidents which occurred or were notified to us during Quarter 1 2016 (01 January – 31 March):

1. **S5N/16/01** received on 08/01/16 – Water Demineralisation Plant, Energy Dept
2. **S5N/16/02** received on 19/01/16 – W5 Cooling Water Discharge
3. **S5N/16/03** received on 26/01/16 – A39 No.1 New Mill Stack (GCI)
4. **S5N/16/04** received on 11/02/16 – A61 COG Collecting Main Bleeders
5. **S5N/16/05** received on 11/03/16 – A1 Sinter Plant Main Stack
6. **S5N/16/06** received on 15/03/16 – A1 Sinter Plant Main Stack
7. **S5N/16/07** received on 21/03/16 – A1 Sinter Plant Main Stack

8. **S5N/16/08** received on 25/03/16 – W5 Cooling Water Discharge
9. **S5N/16/09** received on 29/03/16 – A1 Sinter Plant Main Stack
10. **S5N/16/10** received on 04/04/16 – W1 Long Sea Outfall

Compliance assessment

S5N/16/01: Schedule 5 Part A received 8 January 2016 (by email).

Loss of containment at water demineralisation plant resulting in release of acidic liquid to ground

Start time: 08/01/2016

End time: 12/01/2016 (approx.)

No emission limit values (ELVs) apply to emissions/releases from the water demineralisation plant

Part A operator comment: *During general inspection it was noted that there is a hole in one of the drainage channels at the acid-dilution tanks in the Demin Water Plant. It appears that the liquid is subsequently entering the foundations of the building and being lost to ground.*

Investigation underway to determine the exact composition & volume of the liquid being lost to ground. Specialist contractors contacted and due on site 11/12th January. No diversion or collection is possible due to the design and layout of the drain.

The operator subsequently provided a Schedule 5 Part B notification containing the following additional information and representations in relation to this event:

Contaminated material was removed from the area and disposed of and a concrete base constructed. A moulded plastic acid proof sump and channel was then placed into the base and channel then sealed to prevent any ingress into the concrete below. The repair was carried out in the summer, but has recently been assessed by the environment department as a permanent repair to this section on the plant.

Permit Condition 3.1.1 states that there shall be no point source emissions to water, air or land except from the sources and emission points listed in Schedule 3 of the permit. There are no listed emission points to land at the water demineralisation plant and based on the information provided by the operator NRW believes there has been a breach of Condition 3.1.1. **One CCS Category 3 score** has been recorded in response to this non-compliance.

Further investigation into the circumstances leading to this breach, the root cause of the loss of containment and the current condition of the acid storage area will be necessary. NRW will record its investigation findings in a separate CAR form.

S5N/16/02: Schedule 5 Part A received 19 January 2016 (by email).

Monthly maximum for suspended solids recorded at emission point W5:

Month: January 2016

Result (mg/litre): 122.00 (Background – 76.00)

W5: Cooling Water Discharge

Permitted limit for discharge is no more than 20mg/litre above daily background concentration

The operator has specified that a measurement uncertainty factor of +/- 5.00mg/l should be

applied to the reported result.

Part A operator comment: *Re-sample to determine whether reading was erroneous unable to be taken in time. Investigation underway to determine root cause.*

NRW has not received any Schedule 1 Part B information from the operator for this exceedance. We have however investigated the root cause of previous similar exceedances at W5 which occurred during 2015. Our findings including a review of the monitoring arrangements at W5 have been detailed in **CAR 6103**.

After applying the appropriate measurement uncertainty factor, this exceedance remains non-compliant with the permit limit and Condition 3.1.2. **One CCS Category 3 score** has been recorded in response to this non-compliance.

We have consolidated all subsequent exceedances of this ELV during Quarter 1 (January – March) 2016 under this single CCS3 score, in line with Annex 3 of our Compliance Classification Scheme [CCS] (version 3, 26 March 2013).

S5N/16/03: Schedule 5 Part A received 26 January 2016 (by email).

Annual spot sample for particulates recorded at emission point A39:

Start time: 25/01/2016 10:54

End Time: 25/01/2016 13:33

Result (mg/m³): 52.90

Average value over sampling period reported

A39: Number 1 New Mill Stack (GCI)

Permitted limit is 25.00mg/m³ (annual spot sample)

The operator has specified that a measurement uncertainty factor of +/- 3.30mg/l should be applied to the reported result.

Part A operator comment: *This is a new monitoring point for spot samples and is an annual requirement and this sample is for the 2015 reporting.*

The sample was taken between 11:30 and 13:33 on Monday 25th January. However, this emission point has a continuous emission monitor for particulate that began to trend upwards a few days before which remained below 25. Nevertheless, a decision was taken to take the mill off-line on Monday evening to carry out a dye test. In the meantime, the spot sample was taken and in addition, the continuous monitor identified levels above 25 mg/m³ from around 10:30hrs.

The dye test in the evening did confirm bag filter issues, and these were changed during Tuesday 26th January. The system will be brought back on line on Friday 29th January and a re-sample taken as soon as possible.

The operator subsequently provided a Schedule 5 Part B notification containing the following additional information and representations:

There are weekly visual inspections of the fume extraction system and monthly physical inspections on the bag filters. The differential pressure of the system is also constantly checked with a low level alarm, high level alarm and high high level alarm which trips out the system.

The continuous monitor has also set an alarm level set at 20 mg/m³.

The levels are reviewed in the daily management meetings with levels set for a 12hr average:

Amber 8 mg/m³

Red 15mg/m³

Action will be taken as appropriate if levels are elevated.

After applying the appropriate measurement uncertainty factor, this exceedance remains non-compliant with the permit limit and Condition 3.1.2. **One CCS Category 3 score** has been recorded in response to this non-compliance.

The root cause of this event and the monitoring arrangements at A39 will be investigated further by NRW as part of a compliance inspection at Port Talbot steelworks in 2017. Our findings will be detailed in a separate CAR form.

S5N/16/04: Schedule 5 Part A received 11 February 2016 (by email).

Release of ~8.7t of unignited Coke Oven Gas (COG) from COG collecting main bleeder valves at Morfa Coke Ovens

Start time: 11/02/2016 07:53

End time: 11/02/2016 09:45

A61: COG collecting main bleeders

No emission limit values (ELVs) apply to emissions/releases of COG from A61

Part A operator comment: *Internal and external services on site. Deployment of MEP & associated procedures to bring Morfa Coke Ovens (along with the rest of the site) safely & securely back online.*

Following a power failure across site the battery bleeders were opened in order to relieve pressure on the battery. The bleeders are an essential safety system to relieve pressure on the battery when there is an exhaustor and / or liquor pump failure. The bleeders were opened for approx 2 hours before being ignited and were all closed by approx 5pm.

The operator subsequently provided a Schedule 5 Part B notification containing the following additional information and representations:

Un-ignited COG was released from the bleeders between 7:53 and 9.45am on the 11th February 2016. The calculated gas released is 8.7t, which contained 1.9t CO, 1.25t H₂ and 3.7t CH₄. It is not reportable under the COMAH 2015 Regulations due to the incident not meeting all three requirements specified within the Regulations (page 12, paragraph 34).

An occurrence will be a major accident if it meets the following three conditions:

(a) it results from uncontrolled developments at an establishment to which the Regulations apply; and

The operations within Morfa Coke Ovens were in control following the first flashover and loss of power as all the bleeders opened to relieve pressure from the battery as designed. Across the site, all manufacturing operations were safely brought offline in a controlled manner.

(b) it leads to serious danger to human health or to the environment, inside or outside the establishment; and

There was no danger to human health as the autobleeders are ignited without intervention and the manual bleeders are ignited after 15mins of first opening in order to allow the battery top to be cleared prior to ignition. This procedure ensures that there is no one (Tata employees or contractors) in the vicinity. There was limited risk to the environment due to the rapid dispersion of the unignited gas in the atmosphere. There was no loss of material to either land or water

courses.

(c) it involves one or more dangerous substances defined in the Regulations, irrespective of the quantity involved.

The substances released are noted above however condition (a) and (b) were not met.

A comprehensive management investigation has been undertaken and the output shared with NRW & HSE. Regarding the flashover, Tata is already undertaking maintenance (cleaning, review etc) of the insulators at a more frequent occurrence than other parties (1yr v 3yr) and since the incidence a number of workstreams have been implemented related to upgrading the Tata-owned insulators.

No further measures can be taken to address the unignited gas released to atmosphere.

Bleeder maintenance/checks were reviewed as part of the management investigation and improvements have been identified (clarity of checks).

The release of BFG was notified to the Health and Safety Executive (HSE) under RIDDOR* as a dangerous occurrence. NRW has taken part in a joint investigation into this incident with inspectors from the Health and Safety Executive (HSE) on 10 June 2016. NRW's findings have been detailed in **CAR_NRW0026307**.

S5N/16/05: Schedule 1 Part A received 11 March 2016 (by email).

Daily mean (average) for particulates recorded at emission point A1:

08/03/2016: 82.70mg/m³

09/03/2016: 79.60mg/m³

10/03/2016: 59.70mg/m³

A1: Sinter plant main stack

Permitted limit is 40.00mg/m³ as a daily mean

The operator has specified that a measurement uncertainty factor of +/- 30% should be applied to the reported results.

Part A operator comment: *This is a new limit and this has been discussed at length with the NRW. Significant project work has been completed and planned ahead in order to comply with this limit and a plan will be submitted to the NRW in due course.*

NRW has not received any Schedule 5 Part B information from the operator for these exceedances. We have however discussed the introduction of this new daily mean ELV for particulates at A1 during other compliance interventions in 2016. NRW's findings are detailed in **CAR_NRW0017534**, **CAR_NRW0024806**, **CAR_NRW0025274** and **CAR_NRW0026798**.

After applying the appropriate measurement uncertainty factor, the exceedance recorded at A1 on 08/03/2016 remains non-compliant with the permit limit and Condition 3.1.2. **One CCS Category 3 score** has been recorded in response to this non-compliance.

We have consolidated all subsequent exceedances of this ELV during Quarter 1 (January – March) 2016 under this single CCS3 score, in line with Annex 3 of our Compliance Classification Scheme [CCS] (version 3, 26 March 2013).

Following discussion with the operator during March 2016, NRW agreed to accept a weekly written Schedule 5 notification from Tata in the event of continued breaches of the particulate

daily mean ELV at A1. This is confirmed in our email to Tata dated 16 March 2016.

S5N/16/06: Schedule 1 Part A received 15 March 2016 (by email).

Daily mean (average) for particulates recorded at emission point A1:

11/03/2016: 66.00mg/m³

12/03/2016: 79.10mg/m³

13/03/2016: 74.40mg/m³

14/03/2016: 89.10mg/m³

A1: Sinter plant main stack

Permitted limit is 40.00mg/m³ as a daily mean

The operator has specified that a measurement uncertainty factor of +/- 30% should be applied to the reported results.

Part A operator comment: *This is a new limit and this has been discussed at length with the NRW. Significant project work has been completed and planned ahead in order to comply with this limit and a plan will be submitted to the NRW in due course.*

Exceedances of this ELV at A1 in Quarter 1 (January – March) 2016 have been consolidated into a single CCS3 score. Please see S5N/16/05 which has been assessed earlier in this report.

S5N/16/07: Schedule 1 Part A received 21 March 2016 (by email).

Daily mean (average) for particulates recorded at emission point A1:

14/03/2016: 89.12mg/m³

15/03/2016: 104.74mg/m³

16/03/2016: 99.28mg/m³

18/03/2016: 120.41mg/m³

19/03/2016: 71.06mg/m³

20/03/2016: 67.39mg/m³

A1: Sinter plant main stack

Permitted limit is 40.00mg/m³ as a daily mean

The operator has specified that a measurement uncertainty factor of +/- 30% should be applied to the reported results.

Part A operator comment: *This is a new limit and this has been discussed at length with the NRW. Significant project work has been completed and planned ahead in order to comply with this limit and a plan will be submitted to the NRW in due course.*

Exceedances of this ELV at A1 in Quarter 1 (January – March) 2016 have been consolidated into a single CCS3 score. Please see S5N/16/05 which has been assessed earlier in this report.

S5N/16/08: Schedule 5 Part A received 25 March 2016 (by email).

Monthly maximum for suspended solids recorded at emission point W5:

Month: January 2016

Result (mg/litre): 80.00 (Background – 8.00)

W5: Cooling Water Discharge

Permitted limit for discharge is no more than 20mg/litre above daily background concentration

The operator has specified that a measurement uncertainty factor of +/- 5.00mg/l should be applied to the reported result.

Exceedances of this ELV at W5 in Quarter 1 (January – March) 2016 have been consolidated into a single CCS3 score. Please see S5N/16/02 which has been assessed earlier in this report.

S5N/16/09: Schedule 1 Part A received 29 March 2016 (by email).

Daily mean (average) for particulates recorded at emission point A1:

21/03/2016: 67.39mg/m³

A1: Sinter plant main stack

Permitted limit is 40.00mg/m³ as a daily mean

The operator has specified that a measurement uncertainty factor of +/- 30% should be applied to the reported results.

Part A operator comment: *This is a new limit and this has been discussed at length with the NRW. Significant project work has been completed and planned ahead in order to comply with this limit and a plan will be submitted to the NRW in due course.*

Exceedances of this ELV at A1 in Quarter 1 (January – March) 2016 have been consolidated into a single CCS3 score. Please see S5N/16/05 which has been assessed earlier in this report.

S5N/16/10: Schedule 5 Part A received 04 April 2016 (by email).

Weekly average for suspended solids recorded at emission point W1:

06/03/2016 – 12/03/2016: 29.40mg/l

13/03/2016 – 19/03/2016: 29.70mg/l

20/03/2016 – 26/03/2016: 47.70mg/l

27/03/2016 – 02/04/2016: 32.30mg/l

W1: Long Sea Outfall

Permitted limit for discharge is no more than 20mg/litre above background concentration at emission point W9

The operator has specified that a measurement uncertainty factor of +/- 1.00mg/l should be applied to the reported result.

Part A operator comment: *This is a new limit and this has been discussed at length with the NRW. Awaiting confirmation once NRW develops its position on emission limits for certain water pollutants.*

NRW has not received any Schedule 5 Part B information from the operator for these exceedances. We have however discussed the introduction of this new weekly average ELV for suspended solids at W1 during other compliance interventions in 2016. NRW's findings are

detailed in an email dated 15 January 2016 and in **CAR 6116**.

We have provided the following clarification in relation to the sampling requirements at W1 from 8 March 2016 onwards:

- The explanations for 'composite sample' and qualified random sample' can be found in BAT conclusion no. 15 of the Iron and Steel BATc.
- It would be acceptable to use daily samples taken over a seven-day period to derive the weekly result. The minimum BAT requirement is a 24-hour composite sample or a qualified random sample (see below).
- It would not be acceptable to use a single one-off random sample for the weekly result as this would not be representative enough.
- A qualified random sample refers to a composite sample of at least five random samples taken over a maximum period of two hours at intervals of no less than two minutes, and blended.

Following discussion with the operator during March 2016, NRW agreed to accept a monthly written Schedule 5 notification from Tata in the event of continued breaches of the suspended solids weekly average ELV at W1. This is confirmed in our email to Tata dated 21 March 2016.

At a higher level NRW is considering how it applies emission limits for certain water pollutants in environmental permits and it is considering its position on Biological Oxygen Demand (BOD) and suspended solids monitoring requirements for discharges into the sea. Further information will be cascaded to Tata Steel during 2017 as NRW develops its position. In the meantime these exceedances at W1 will not be scored as non-compliant.

Summary and actions required

Our assessment of notifications received during Quarter 1 2016 has concluded **four CCS Category 3 breaches** of the operator's permit conditions have occurred in response to exceedances of permitted emission limit values (ELVs).

A **Warning** has been issued to the operator in response to the four CCS3 breaches identified in this CAR form.

We recommend that Tata Steel updates its Schedule 5 permit notification template to correctly reflect the new permit notification conditions contained in its environmental permit EPR/BL7108IM/V015.

Weekly and monthly written notifications have been agreed with Tata Steel for any exceedances of the ELVs at A1 (particulates daily mean) and W1 (suspended solids weekly average) respectively.

The inspecting officer is pleased to note that measurement uncertainty is now being routinely provided on written Schedule 5 notifications, which meets the requirements of condition 4.3.2.

Further information will be cascaded to Tata Steel during 2017 as NRW develops its position on suspended solids discharges into the sea.

[ENDS]

EPR Compliance Assessment Report

**Report ID:
CAR_NRW0027091**

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

Site	Port Talbot Steel Works EPR/BL7108IM	Permit Ref	BL7108IM
Operator/Permit holder	Tata Steel UK Limited	Date	31/03/2016

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			
E2	C3	Discharge has ceased so no action required. NRW will inspect site and conduct follow-up investigation. IGNORE ACTION DUE DATE - not applicable	15/02/2017
E3	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DUE DATE - not applicable	15/02/2017
E1	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DUE DATE - not applicable	15/02/2017
E1	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DUE DATE - not applicable	15/02/2017

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.