

## Compliance Assessment Report

**Report ID:**  
**CAR\_NRW0031961**

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

|                              |                                              |             |            |     |       |
|------------------------------|----------------------------------------------|-------------|------------|-----|-------|
| Site                         | Amex Park                                    | Permit Ref  | YP3937SH   |     |       |
| Operator/Permit holder       | Mekatek Limited                              |             |            |     |       |
| Regime                       | Installations                                |             |            |     |       |
| Date of assessment           | 09/06/2017                                   | Time in     | 10:00      | Out | 16:00 |
| Assessment type              | Audit                                        |             |            |     |       |
| Parts of the permit assessed | operations, emissions, Improvement programme |             |            |     |       |
| Lead officer's name          | Thomas, Ffion                                |             |            |     |       |
| Accompanied by               | Bacon-Weekes, Liane                          |             |            |     |       |
| Recipient's name/position    | Daniel Lewis/ Environment Manager            | Date issued | 23/08/2017 |     |       |

### 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 |
|------------------------------------------|--------------|-----------------------|
|------------------------------------------|--------------|-----------------------|

**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.

|                                    |          |                                                                     |          |
|------------------------------------|----------|---------------------------------------------------------------------|----------|
| <b>Number of breaches recorded</b> | <b>0</b> | <b>Total compliance score</b><br>(see section 5 for scoring scheme) | <b>0</b> |
|------------------------------------|----------|---------------------------------------------------------------------|----------|

**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

This compliance assessment report has been completed following the pre-planned site inspection undertaken on 9<sup>th</sup> June 2017 as part of the on-going regulatory compliance of the Mekatek Installation permit YP3937SH at Carmarthen

During the inspection the waste facility permit, BP3098FC was also inspected.

Many areas of the operational management of that facility has cross over with the installation permit. The full details of the inspection will however be recorded under this Car form but a second form will be produced specifically for the waste facility and sorted under the facility sites NRW file.

### Agenda:

1. Introduction to new regulatory officers
2. Facility and Installation activity overview (including discussion of recently issued waste facility permit variation)
3. Installation Effluent treatment - review of operations. Site inspection – waste storage areas, plant operations, bunds.
4. Installation permit Discharge to surface water conditions review.
5. Recent Incident report investigation findings.

### Present:

Ffion Thomas – Senior Environment Officer NRW

Liane Bacon-Weeks – Environment officer NRW

Daniel Lewis – Mekatek Environment Manager

Paul Cox – Mekatek CEO

Mohamed Sadel Akbar – Technician/Chemist?

David Bates-Moss, - Technician/Chemist

### 1. Introduction to new regulatory officers

Ffion Thomas explained that there had been a temporary change in regulatory officer as Sally Wakeford (previous officer) was currently off on maternity leave.

Ffion Thomas explained that she had been drafted into regulating the site so as to assist with management, regulation and compliance of the sites discharge consent. Liane Bacon was taking an active interest in the site due to her specialism in Hazardous waste regulation.

In future the regulatory officer may revert back to Sally Wakeford but this would be reviewed in the New Year. For now all correspondence can be made to Ffion Thomas & Liane Bacon-Weeks.

### 2. Facility and Installation activity overview (including discussion of recently issued waste facility

#### permit variation)

An overview of the site operations was provided by Dan and Paul. Mekatek have varied customer base

The site undertakes the transfer and treatment of hazardous wastes, oils, leachates, paints, liquid wastes, and packaging materials.

The non-hazardous areas of the transfer station solely process the sorting, shredding and bailing of non-hazardous wastes, e.g. cardboard.

This site has an oil bulking facility, prior to treatment and there has been a newly constructed oil treatment area.

A recently issued permit variation is in place for the site. The permit includes 2 improvement conditions for an updated EMS and fire prevention mitigation plan.

Both have now been received within the specified timeframes meeting compliance. A review of the fire prevention mitigation plan will be undertaken once the guidance has been published (currently out for consultation).

It was agreed that the EMS of the facility is interlinked with that of the installation and so cross referencing is acceptable rather than duplication.

#### 3. Installation Effluent treatment - review of operations. Site inspection – waste storage areas, plant operations, bunds.

The installation permit also includes the biological treatment plant, effluent treatment plant (ETP) The treatment includes a sequential batch reactor (SBR) and the ETP can process landfill leachate, alcohols, phenols and coolants.

The hazardous waste treatment is all subject to pre-acceptance procedures. The procedure follows the how to comply guidance, and Mekatek own procedures of toxic testing on site to confirm customers characterisation. This onsite sampling also ensures that the ETP can be balanced with input.

Whilst during this audit pre-acceptance was not to be assessed we appreciate receiving copies of your procedures. They will be cross referenced to guidance note S5.06 and audited under future compliance visits but the information provided during this inspection did not raise concerns and appeared to be in alignment with guidance note S5.06.

An inspection was made of the storage areas, oil separation/bulking area bunding and ETP operations. No non-compliances were identified at the time of this inspection.

#### 4. Installation permit Discharge to surface water conditions review.

There has been a long standing issue regarding emission limits for the discharge from the effluent plant.

The Environment Agency agreed to review the emission limit values specified in the PPC permit that were based on the previous discharge consent limits and our historical permissive monitoring data. Mekatek Limited agreed to investigate and identify those wastes that undergo treatment which contribute to the elevated metals [predominantly Zinc, Chromium and Lead] in the treated effluent.

The investigation undertaken by Mekatek could not identify any specific waste streams that would cause elevated metal levels in the outfall. The operator believes variations in levels may be due to the fact that the plant is biological rather than chemical in nature and therefore will react to changes in the weather and the seasons. To this end the same effluent may lead to failures one month yet compliance in another. The operator stated that it was their intention to improve the level of treatment to incoming waste streams and will work to identify additional equipment that can be incorporated into the treatment process to reduce the levels of metals within the discharge.

Following this investigation the Environment Agency did agree to review the emission limit values for

ammonia and heavy metals. This was dealt with via an improvement condition requiring an Environmental Monitoring Programme to be produced that contains 'control levels' and maximum emission limits for heavy metals and other dangerous substances.

The outcome of the permit review was not satisfactory and the issue of heavy metals within the discharge remains a point of contention. The operator failed to set limits as per the improvement programme and therefore limits were set by the inspector (see CAR 3449).

In 2013 the inspector wanted the issue resolved. Dean Roden (NRW) agreed to model the discharge against new Hazardous Substances Guidance that were due to be issued. There was a delay in the issuing of this guidance and therefore to date no modelling was undertaken.

On the formation of the SW Wales Waste regulation team Mekatek moved into regulatory compliance under this team. The regulatory officer Sally Wakeford highlighted this ongoing discharge consent issue to her senior officer Ffion Thomas and verbal discussions were had with the operator to highlight the need to review the issue.

In addition to the move in regulatory compliance team there was an increase in incident reports received regarding the discharge from the site, and an overall increase of interest by external partners, organisations and WG regarding the quality of the river Towi (A heavily designated river)

It is noted that the operators are very much co-operative in wanting to undertake a review of the discharge, and having faced some social media interest are keen to undertake work to try and better understand the situation.

To that end Ffion Thomas undertook to review the above situation. On realising that the Improvement programme within the permit related to this matter had yet been complied with it was agreed with the operator, that this work would be undertaken.

#### **ACTION:**

#### **Mekatek to undertake work in compliance with permit condition 2.4.1**

## **2.4 Improvement programme**

- 2.4.1 The operator shall complete the improvements specified in schedule 1 table S1.3 by the date specified in that table unless otherwise agreed in writing by the Agency.

**Table S1.3 Improvement programme requirements**

| Reference                                                                                                                                                                                                                  | Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Date     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Improvement Conditions IC1 to IC17 of the original permit have been submitted and reports and plans submitted to and approved by the Agency are now incorporated as site operating techniques via inclusion in Table S1.2. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |          |
| IC18                                                                                                                                                                                                                       | <p>The Operator shall submit an Environmental Monitoring Programme which must contain documented objectives, design details and procedures to be adopted for site monitoring. The environmental monitoring programme shall incorporate specifications to include the following issues:</p> <ol style="list-style-type: none"> <li>1. management structure and technical competence;</li> <li>2. monitoring objectives;</li> <li>3. the number and location of monitoring points;</li> <li>4. monitoring measurements;</li> <li>5. monitoring schedules;</li> <li>6. assessment and compliance criteria, and contingency actions;</li> <li>7. design of monitoring points;</li> <li>8. monitoring methodology;</li> <li>9. data management and reporting procedures;</li> <li>10. Quality Assurance including Quality Control measures for items 7, 8 and 9 above;</li> <li>11. Requirement to trend and interpret data to determine Environmental Impact.</li> </ol> <p>Control levels limits and Maximum Emission Limits shall be set within the plan, which as a minimum shall include the following metals and Cyanide:</p> <ol style="list-style-type: none"> <li>(a) Zinc and its compounds as Zn;</li> <li>(b) Mercury and its compounds as Hg;</li> <li>(c) Cadmium and its compounds as Cd;</li> <li>(d) Lead and its compounds as Pb;</li> <li>(e) Nickel and its compounds as Ni;</li> <li>(f) Copper and its compounds as Cu;</li> </ol> <p>The maximum emission limit for the first twelve months following receipt of the Environmental Monitoring Programme shall be based on the original permitted emission limit, or where exceeded, the maximum recorded value for monitoring data between 2007 – 2009 minus 10% (or less) unless agreed with the Agency.</p> <p>The following substances shall also be included with the monitoring programme. Monthly, composite samples shall be taken for:</p> <ol style="list-style-type: none"> <li>(a) Phosphate</li> <li>(b) Cyanide</li> <li>(c) Phenol</li> </ol> <p>The operator shall ensure the Environmental Monitoring Programme includes a requirement to review and reduce the emission limits on an annual basis. The review must take into account relevant Environmental Quality Standards and site monitoring data. A full justification for each limit must be provided annually.</p> <p>The operator must have due regard to the requirements of 'Technical Guidance Note (Monitoring) M18 – Monitoring of Discharges to Water and Sewer' when preparing the programme. The report shall ensure that a review of the document is undertaken on an annual basis.</p> | 30/06/10 |

|      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| IC19 | The operator shall develop a documented dangerous substance and heavy metal identification and reduction program for implementation at the site. The programme shall identify measures to pre-treat wastes and / or enhance effluent treatment in order to minimise levels of dangerous substances and heavy metals prior to discharge via the authorised release point. A review of all available technologies to reduce dangerous substance and metal levels within the discharge shall form part of the reduction programme. Levels of dangerous substance and heavy metals within the influent to the | 31/08/10 |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|

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plant shall also be assessed as part of the programme. The programme shall be reviewed on an annual basis.

|      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |          |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| IC20 | <p>(a) The operator shall undertake an assessment of the impact on the water environment from the effluent treatment plant using all available data. The operator shall use the methodology prescribed in the Agency's guidance 'Environmental Assessment and Appraisal of BAT' (Ref. IPPC H1) in making this assessment.</p> <p>(b) Where the operator identifies substances present in the effluent that are considered significant, further detailed dilution modelling should be undertaken in order to obtain a more accurate estimate of process contributions than those obtained through using simplified calculation methods. A full written justification must be provided for the choice of modelling software used (other than H1) and the input parameters used in the model shall also be provided in full within the report.</p> <p>(c) The results of the modelling must be considered as part of the of the emission limit review required by the Environmental Monitoring Programme within IC18. The operator shall implement any improvements or measures as agreed in writing with the Environment Agency.</p> | 31/12/10 |
| IC21 | The operator shall submit outline plans to improve the site infrastructure used for the waste transfer operations [transfer station] at the site. The improvements shall ensure that the full requirements of SGN S5.06 are complied with. A time table for completion of the proposed improvements shall also be provided within the submission.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 31/08/10 |
| IC22 | The operator shall submit outline plans to improve the site infrastructure used for the oil treatment operations at the site. The documented improvement plan shall ensure that the full requirements of SGN S5.06 are complied with. A time table for completion of the proposed improvements shall also be provided as part of the plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 30/09/10 |

New timeframes have been set as detailed below (or as otherwise agreed in writing)

Permit was issued in April 2010 new timeframes have been assigned working forward from this Car issue date

| S1.3 reference | S1.3 permit timeframe date        | New timeframe date (or otherwise agreed in writing with NRW)                                       |
|----------------|-----------------------------------|----------------------------------------------------------------------------------------------------|
| IC18           | 30/6/10 (2 months of permit issue | 31/11/17                                                                                           |
| IC19           | 31/8/10 (4 months)                | 31/12/17                                                                                           |
| IC20 a, b c.   | 31/12/10 (8 months)               | 31/4/18 for all 3 sub points a-c. (or earlier for any items completed ahead of timeframe deadline) |
| IC21*          | 31/8/10 (4 months)                | Completed                                                                                          |
| IC22*          | 30/9/10 (5 months)                | Completed                                                                                          |

To complete the improvement programme the operator will need to undertake a H1 assessment. The H1 risk assessment software tool developed by the Environment Agency can be used to assess the impact of hazardous pollutants released within discharges to surface waters.

The risk assessment overview guidance and technical guidance annexes supporting the H1 tool have been reviewed and replaced. The link below will take you to the relevant Environment Agency guidance which Natural Resources Wales is continuing to follow. You will find details for obtaining a copy of the H1 software tool and user guide and a link to guidance on surface water pollution risk assessment in the link below:

<https://www.gov.uk/guidance/surface-water-pollution-risk-assessment-for-your-environmental-permit>

There is additional guidance available for modelling the discharge once the surface water pollution risk assessment has been completed.

Where reference is made in this guidance to the Environment Agency in terms of permit applications, resolving queries and undertaking modelling, please refer to Natural Resources Wales.

A verbal conversation with Dan Lewis queried the sampling information that should be inputted. Having checked with internal colleagues Ffion Thomas confirms that a “worst case scenario” should be adopted when inputting sampling information. To that end Mekatek may need to input historic sampling information (winter discharge for example) to ensure the inputted data is reflective of the “worst case” discharge and includes all substances that could be present. The justification comments box within the H1 allows for any justifications, interpretation or comments to be included into the H1 and will be taken into consideration when NRW review the submission.

\* **EDITED** It is noted that a request was made in the previous CAR form ref CAR-NRW0026306 to provide an update/resubmission for IC21 and IC22 by 31/10/16 –

Evidence was forwarded to Ffion Thomas by Dan Lewis via email on 22/8/17 to show the CAR form\_NRW0026306 action to submit IC21 and IC22 had been complied with.

Email trail provided showed how Sally Wakeford had accepted these submissions. This CAR form has been edited to reflect this update.



Response to CAR\_NRW...  
Outlook item



RE: Response to CAR\_...  
Outlook item



Mon 05/12/2016 11:57

Wakeford, Sally <Sally.Wakeford@cyfoethnaturiolcymru.gov.uk>

RE: Response to CAR\_NRW0026306

To ☐ D Lewis (Mekatek)

Good morning Dan,

My apologies for not getting back to you sooner regarding this.

Thank you for the updates on IC22 and IC21. I will ensure this update is kept on file.

Thank you also for the drainage plan for the site. I mainly wanted to ensure that all the drains around the transfer

Other actions:

*Please ensure the drains are free and clear of debris so they can work as they are intended. Please could you con*

During a telephone discussion between Ffion Thomas and Dan Lewis discussing the Improvement conditions Ffion highlighted that there will be amendments made to the waste treatment BREF that the operators should ensure they are aware of as the site is an IED permitted installation and therefore the BAT-AEL's will be applicable.

There had been previous correspondence regarding the Draft BREF with the site back in Feb 2016, at which point it was noted that BAT for suspended solids could be an area of concern. However the BREF is still not published and currently it is not fully understood how the UK will interpret BREF'S going forward into devolved legislation. It is advisable you ensure you are fully aware of the DRAFT guidance and keep informed of any updates (Ffion will supply information also when available of any updates to the draft or when the BREF is published see link below:

<http://eippcb.jrc.ec.europa.eu/reference/wt.html>

#### 5. Recent Incident report investigation findings.

Mekatek again shared the findings of their most recent investigation into incident reports forwarded to them. A report was received into NRW and shared with Mekatek on the 3<sup>rd</sup> May 2017.

The incident was un-substantiated.

#### ACTION Summary:

Mekatek to undertake work in compliance with permit condition 2.4.1

**END.**

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|--|
|  |
|--|

## EPR Compliance Assessment Report

**Report ID:  
CAR\_NRW0031961**

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

|                        |                 |            |            |
|------------------------|-----------------|------------|------------|
| Site                   | Amex Park       | Permit Ref | YP3937SH   |
| Operator/Permit holder | Mekatek Limited | Date       | 09/06/2017 |

### 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.

### 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 |              |                         |          |

## 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](mailto: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.