

Compliance Assessment Report CAR_NRW0038774

Permit being assessed: ZB3593HH.

For: S L Recycling Ltd, held by S L Recycling Limited

At: Unit 9, Penallta Industrial Estate, Penallta, Hengoed, Caerphilly, CF82 7SU.

Type of assessment carried out: Site Inspection, Reason: Incident Response (Incident number 2107332).

On 01/09/2021 - 15/09/2021 between 18:15 and 17:00.

Parts of permit assessed: D / E

NRW Lead Officer: Alex Bowder, accompanied by Chris Burge.

Report sent to: Rebecca Tucker, Stacey Lewis, Technically Competent Manager, Business Director on 01/12/2021.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
D2 - Incident Management - Accidents, emergency and incident planning	C2 Significant	3.5 - Root Cause
E3 - Emissions - Surface water	C1 Major	3.1.1
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	Action only (X)	

Result types are explained in more detail in the 'Important Information' section below.

Total number of non-compliances recorded	Total non-compliance score
2	91

How we use the non-compliance score to calculate your annual fee is explained in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
D2	The operator has failed to: (i) appropriately manage its waste volumes, (ii) maintain a compliant stockpile size and (iii) keep an appropriate quarantine space on site, as per its FPMP. As a result, this made fire-fighting a lengthier and more dangerous task for the SWFRS. Greater emissions entered the local environments due to the increased time it took to extinguish the fire. Actions must be taken to ensure these activities are appropriately and effectively managed going forward.	07/10/2021
E3	This breach has been scored to reflect the major impacts sustained to: (i) the unnamed tributary that leads to the Nant	07/10/2021

Criteria	Action needed	Complete by
	Cylla; and (ii) the Nant Cylla which is a tributary of the River Rhymney. Large volumes of oils and fuels entered the watercourses due to the site's interceptor system being overwhelmed. This happened as a result of the volume of firewater required to extinguish the incident. It is considered that, had appropriate measures been in place i.e. compliant stockpile sizes, the fire would not have been as severe, nor would it have caused such a significant incident. In addition, if the interceptor system and associated drainage lines had been appropriately cleaned, recharged, and set to an appropriate standard immediately after the fire, this would have helped to prevent the secondary water pollution.	
G4	The operator failed to notify NRW at the earliest opportunity that there was a waste fire on site. This must strictly be actioned in future.	07/10/2021

Action criteria codes are listed in the 'Important information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

You are non-compliant with your permit.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

This compliance report details the incident response to the waste fire that commenced on Wednesday 1 September 2021 at SL Recycling Limited, Unit 9 Penallta Industrial Estate, Hengoed, CF82 7SU.

Permit Number: EPR-ZB3593HH

At 16:28 on Wednesday 1 September 2021, the South Wales Fire and Rescue Service (SWFRS) notified Natural Resources Wales (NRW) that there was a large-scale waste fire at SL Recycling Limited, Penallta Industrial Estate - WIRS Reference 2107332. At around 18:15, NRW Natural Resource Management staff were the first to arrive at the incident to assess the impacts to the surrounding environments and implement containment measures to prevent pollutants from entering the nearby watercourses. NRW Operations delivery staff were also present to assist the SWFRS in managing the incident.

At 05:30 on Thursday 2 September 2021, Officer Chris BURGE attended the site to assist

the out of hours incidents standby. Shortly after Officer Chris BURGE's arrival, Site Operator and Technically Competent Manager Becky TUCKER turned up, who remained present throughout the incident; Business Director Stacey LEWIS was unable to attend in person.

At 13:00 on Thursday 2 September 2021, Senior Waste Regulation Officer Alex BOWDER arrived to SL Recycling Limited to relieve Officer BURGE. It was evident that, the SWFRS were in control of the incident after battling the waste fire through the night. Multiple fire engines, pumping equipment and water vessels were present and in-use at the time of arrival. Dŵr Cymru Welsh Water (DCWW) were also present to advise on the water source extraction for the SWFRS. It was reported that approximately 150 tonnes of scrap metal waste had caught fire on Wednesday afternoon within the yard, along with plant machinery. The SWFRS informed NRW of their efforts to contain the blaze and minimise the amount of water used to extinguish the flames (to reduce fire water run-off as much as practically possible).



Image 1 - Showing drone image of the waste stockpile on fire and smoking - taken by NRW drone pilot Chris BURGE around 12:02 on 2 September 2021

SWFRS Incident Commander Mark KIFT informed NRW that, SL Recycling Limited site staff believed that the incident was started by a lithium ion battery, which exploded when a vehicle shell was being crushed. The fire then spread to the primary stockpile of scrap metal waste, which was excessively large, stored centrally within the yard. This posed problems for the SWFRS to manage effectively. It was stated that the height of this stockpile made it difficult for fire fighters to safely extinguish and segregate the hotspots within the stockpile. Also, due to the lack of space within the yard, this extended the time it took for fire personnel to isolate pockets of waste and reach the source of the flames.

On Thursday 9 September, Caerphilly County Borough Council issued public communications to advise the local communities to close their windows due to the smoke leaving the site. Images of the plumes of smoke from the incident were captured by media

and fumes continued to be emitted from the site until the fire was completely extinguished on Friday 10 September. Consequently, this affected the air quality around the industrial estate and neighbouring areas.

Dŵr Cymru Welsh Water stated that, the SWFRS had almost depleted the local water reservoir stores via the fire hydrant sources, therefore an alternative plan was required if more water was needed to deal with the fire. Furthermore, if another fire incident had occurred in the area, it would have been a serious challenge for the emergency services to obtain more water from the region in order to extinguish any such fire(s).

Because pockets of fire-affected waste needed to be manoeuvred around the yard so that: (i) they could be segregated and (ii) hotspots could be reached, some metal material had fallen over the rear site boundary wall, landing on the bank outside the permitted area, as seen in **image 1**. The operator chose to consecutively bail the end-of-life vehicle shells located to the east of the site boundary (up to ten-high), to create suitable room for the emergency services to access all angles of the stockpile; this was an added health and safety risk.

WASTE TYRES

At the time of the incident, there were large amounts of tyres stored at the rear of the site that were unaffected by the fire, as seen in image 3. Although there was an established separation distance between the tyres and potential ignition sources, volumes should not be allowed to reach this level. The operator must reduce tyre volumes on site by: (i) sending a portion of the tyres to an appropriate contractor (as an initial response); and (ii) ensuring that the volume of tyres kept on site is better managed going forward.



Image 2 - Showing drone image of the waste stockpile with limited quarantine area to segregate waste - taken by NRW drone pilot Chris BURGE around 16:30 on 2 September 2021



Image 3 - Showing drone image of large volume of waste tyres stored in the corner of the site - taken by NRW drone pilot Chris BURGE around 08:20 on 2 September 2021



Image 4 - showing fire fighters dowsing the waste stockpile - taken by Officer Alex BOWDER at 14:04 on 2 September 2021

TRANSPORTING WASTE TO NEW INN, PERMIT NUMBER *EPR-BB3299FN*

Once sections of the stockpile were fully extinguished, the SWFRS required this material to be moved to create further space to allow them to appropriately manage the fire. The site suggested that the extinguished fire-affected material should be transported to the operator's other permitted metal recycling site in New Inn, in-line with the operator's Fire Prevention and Mitigation Plan (FPMP).

NRW were reluctant to endorse this course of action, as the New Inn site was at its maximum storage capacity, having recently been to the site on 18 August and witnessed the stockpile volumes across the yard. As a result, NRW sent officers (accompanied by the SWFRS) to the New Inn site, to decide whether the yard could effectively and compliantly accept the deposit of the fire-affected material without creating further problems/fire risks. As this was a time-sensitive situation and the site benefited from appropriate drainage infrastructure, the decision was made to allow the movement of the waste to this location to create room at the Penallta site. SL Recycling allocated two of its lorries to exclusively shuttle between the sites fetching fire material to New Inn until adequate room was established.

NRW Officers noted that, there were large and excessive stockpiles stored across the New Inn yard, despite the operator being told to reduce these on the last inspection of 18 August 2021 - detailed in compliance report *CAR_NRW0038643*. The Operator was disinclined to

reduce or reject the number of customers depositing fresh waste into the yard to allow for the Penallta material. NRW stated that, we were minded to formally suspend waste inputs via a Statutory Notice until stockpiles had been reduced to 4m in height. The operator asked whether they could shred the fire-affected waste to get it out as soon as possible to action the compliant stockpile dimensions and volumes; this was agreed.



Image 5 - showing the size of the stockpile at the New Inn yard - taken at 15:23 on 2 September 2021 by Officer Jak ROSE



Image 6 - showing the fire affected material being deposited at the New Inn yard - taken at 16:23 on 2 September 2021 by Officer Jak ROSE

EMISSIONS CONTAINMENT

On 16 November 2017, the operator experienced a waste fire in the vehicle depollution section of the yard at the Penallta site which spread to stored tyres. During this incident, large volumes of contaminated firewater entered the adjacent tributary via the overloaded interceptor system. Therefore, the operator was aware of the consequences of extinguishing a fire of the same scale at the site, i.e. the amount of water to be used by the SWFRS to control and extinguish such a fire would overwhelm the interceptor system. This would cause waste oils stored in the system to wash through into the water environment, along with the contaminated firewater.

When NRW arrived on site, Officers informed the operator that it was their duty to manage and contain all surface water run-off as a priority to prevent further pollution to the watercourses. Accordingly, the operator contacted and instructed Spill Response Wales to contain the fire water run-off and prevent any further oils and fuels from entering the watercourse.

Spill Response Wales and NRW staff worked to implement measures before the first instance of rainfall, which would likely wash through any remaining contaminants in the drainage system. Spill Response Wales brought a water tanker onto site to draw-up and collect as much firewater as possible from the interceptor, to prevent further contaminated liquids discharging to the watercourse. When the hydrant water supply source was running low, the decision was made to allow the SWFRS to recycle the tankered firewater to douse the smouldering pile. This was executed by pumping water from the bottom of the tanker, to avoid drawing-up and dispersing any oils and fuels back onto the fire (that would rise to the top of the liquid).



Image 7 - showing fire water run-off flowing down the road from the SL premises - taken by Officer Alex BOWDER at 14:58 on 2 September 2021

WATERCOURSE POLLUTION

On the 2 September 2021, the effects of the pollution from the incident were seen and smelt in watercourses up to 2,600 metres from the site. The watercourses affected were an un-named tributary of the Nant Cylla, which runs parallel to the SL Recycling Limited site and the Nant Cylla which is a tributary of the River Rhymney (all shown on the below map).

The effects observed in the watercourses were:

- strong smells of oil and fuel;

- visible presence of foam;
- visibly high levels of suspended solids;
- visible staining of the river bank;
- visible deceased aquatic life; and
- visible oil and fuel within the water and on watercourse substrate.

NRW issued public communications to advise people to avoid contact with the water in the Nant Cylla and nearby watercourses due to oil and fuels being present. Water quality samples have been taken to further understand the impact of the incident on these watercourses.

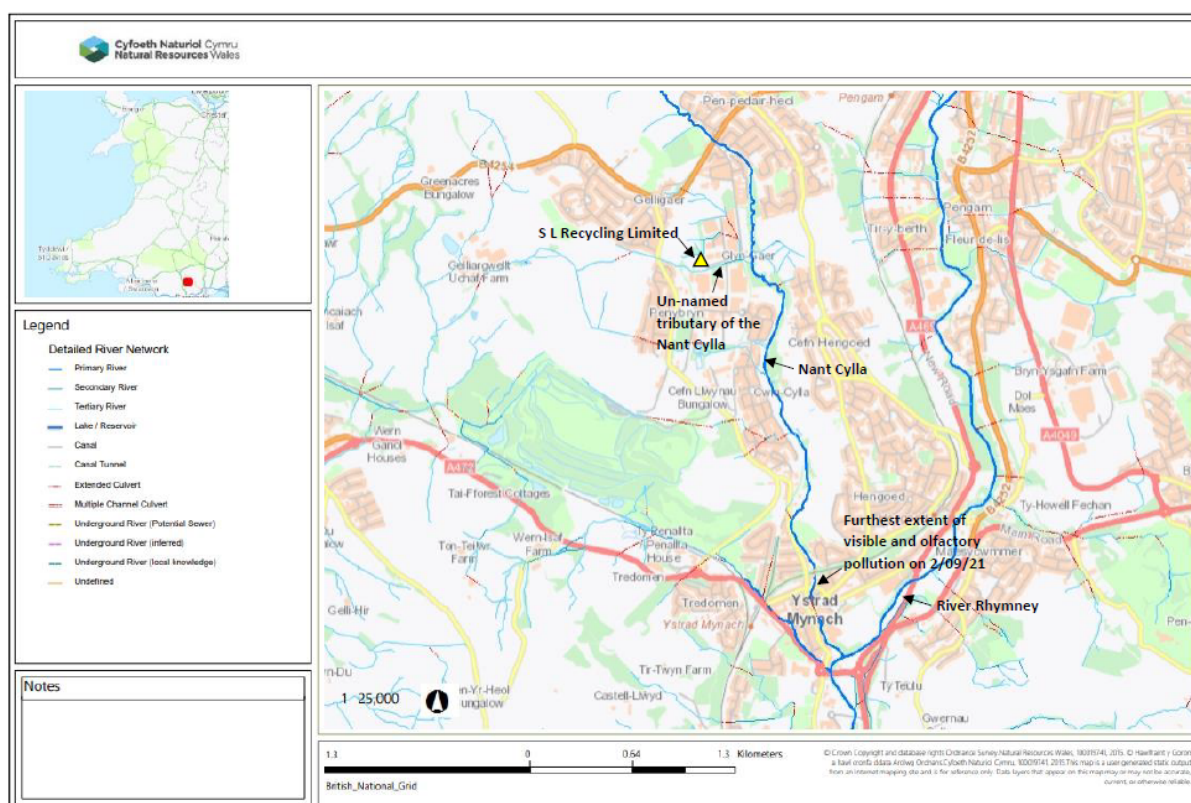


Image 8 - Map annotated with the site location and the affected watercourses



Image 9 - showing large amounts of oils and fuels in the unnamed tributary of the Nant Cylla 70m downstream from the site - taken by Officer Alex BOWDER at 10:08 on 3 September 2021



Image 10 - showing containment measures capturing oils and fuels in the unnamed tributary of the Nant Cylla downstream from the site - taken by Officer Alex BOWDER at 10:07 on 3 September 2021

ENVIRONMENTAL PROTECTION MEASURES

Environmental protection measures such as bunding, boons and absorbent pads were put in place by NRW and Spill Response Wales to best capture any contaminants (oils and fuels) in the watercourse from flowing further downstream. Disappointingly, these measures were damaged and removed in the early hours of the Monday 6 September and again on Tuesday 7; NRW has no evidence of who carried out these actions. Security was employed by the operator on the evening of 8 September to see that this did not happen again.

SECONDARY WATER POLLUTION INCIDENT - 9 SEPTEMBER 2021

On Wednesday 8 September, the operator instructed Egan Waste Services to restore the interceptor and flush out the lines to ensure the system was fully functioning. However, the relevant drain (near the site) was left un-serviced and the interceptor was not fully recharged to manufacturer standards. This meant that the drainage system and surface

water lines still contained oils and fuels which would be washed through to the tributary.

On the morning of Thursday 9 September, the area received its first heavy rainfall since the fire incident. As a result of the increased water flow, further oil entered the tributary from the drainage system causing a secondary pollution incident. Spill Response Wales and NRW Officers worked to contain this over the next few days. On 10 September, Arch Drainage Services bunged off the site's interceptor to prevent any further discharge from entering the watercourse. It was said that, this should have been actioned as soon as the fire had stopped, to ensure that the drainage system was fully emptied, recharged and inspected to see that all discharges from it were running clear.



Image 11 - showing the contents of the operator's interceptor holding large volumes of oils and fuels - taken by Officer Chris BURGE at 12:01 on 9 September 2021



Image 12 - showing further oils and fuels washing into the unnamed tributary of the Nant Cylla downstream from the site - taken by Officer Chris BURGE at 09:43 on 9 September 2021

RE-OPENING OF THE SITE AND RIVER CLEAN UP

The operator was notified that, NRW were not comfortable with the site reopening to customers until the drainage interceptor system was appropriately emptied, fully functioning, and had the lines cleared, in accordance with its permit conditions. This was required as there would still be contaminants in the bottom of the system chambers that should be extracted and flushed out to prevent any further pollutants from entering the watercourse.

In addition, it was imperative that the waste volumes and stockpile sizes were reduced to compliant levels and the stacked ELV shells were reduced to safe levels, as a matter of urgency. As mentioned, the operator decided to transport the fire-affected material to its other permitted yard in New Inn in-line with FPMP procedures to reduce volumes at the Penallta site.

EPR 2016 REGULATION 36 STATUTORY NOTICE

On the week commencing 1 September, it was evident that pollutants such as oils and fuels were still being discharged into the watercourse. This indicated that the site's interceptor system and associated lines, leading to the tributary outfall, had not been cleaned and recharged to an appropriate standard as per manufacturer specifications and in accordance with permit conditions. Accordingly, NRW issued an Environmental Permitting (England and Wales) Regulations 2016 Regulation 36 Statutory Notice.

The Statutory Notice set-out steps to be carried out to rectify the breach of the permit condition. These steps were to be carried and completed by Wednesday 15 September 2021.

The operator instructed various contractors to carry out the works set-out in the Notice and submitted transfer notes detailing the works carried out. Officers inspected the site and confirmed that cleaning works had been conducted to a reasonable standard and no further pollutants would enter the watercourse from the system. Therefore, the Officers deemed the Notice to have been complied with.

PERMIT COMPLIANCE

CATEGORY 1 BREACH - PERMIT CONDITION 3.1.1

E3 - EMISSIONS TO SURFACE WATER

"Emissions of substances not controlled by emission limits (excluding odour) shall not cause pollution. The operator shall not be taken to have breached this condition if appropriate measures, including, but not limited to, those specified in any approved emissions management plan, have been taken to prevent or where that is not practicable, to minimise, those emissions."

This breach has been scored to reflect the major impacts sustained to: (i) the unnamed tributary that leads to the Nant Cylla; and (ii) the Nant Cylla which is a tributary of the River Rhydney.

Large volumes of oils and fuels entered the watercourses due to the site's interceptor system being overwhelmed. This happened as a result of the volume of firewater required to extinguish the incident. It is considered that, had appropriate measures been in place i.e. compliant stockpile sizes, the fire would not have been as severe, nor would it have caused such a significant incident.

In addition, if the interceptor system and associated drainage lines had been appropriately cleaned, recharged, and set to an appropriate standard immediately after the fire, this would have helped to prevent the secondary water pollution.

Biodiversity impacts

Following a biological and fisheries sampling survey of the impacted watercourses conducted between 2 and 3 September 2021, the macroinvertebrate community on the unnamed tributary of Nant Cylla was found to be impacted for approximately 530m. This was indicated by the presence of dead macroinvertebrates and very low biological scores. The total number of dead fish found was 175 trout and one bullhead over a 2.3km length of watercourse - these were collected and disposed of by NRW Fisheries Officers.

CATEGORY 2 BREACH - PERMIT CONDITION 3.5 ROOT CAUSE

D2 - INCIDENT MANAGEMENT - ACCIDENTS, EMERGENCY AND INCIDENT PLANNING

"The operator shall manage and operate the activities in accordance with a written fire prevention plan using the current, relevant fire prevention plan guidance."

During the last site inspection conducted on 4 February 2021 (**CAR_NRW0037508**) Officers highlighted to the operator that, the volume of waste on site was excessive and the height of the primary stockpile needed to be reduced to 4 metres. NRW Officers have consistently raised the importance of this issue with the operator on previous inspections, not only at this site, but also at the other permitted metal recycling operation in New Inn.

It has been previously emphasised to the operator that the Fire Prevention and Mitigation Plan (FPMP) guidance sets the maximum storage height of stockpiled waste to **four metres**. This height specification was determined by the Fire and Rescue Service for general good management practise and stability to enable fire fighters to tackle a fire on site, if an incident were to occur. The operator also did not contact NRW at the earliest stage to inform us that there was a fire incident on site. This is a direct requirement of the permit conditions and is stated within the Management System.

The operator has failed to: (i) appropriately manage its waste volumes, (ii) maintain a compliant stockpile size and (iii) keep an appropriate quarantine space on site, as per its FPMP. As a result, this made fire-fighting a lengthier and more dangerous task for the SWFRS. Greater emissions entered the local environments due to the increased time it took to extinguish the fire.

The overall failure to implement appropriate measures resulted in a more significant pollution incident. This contradicts what is stated in the operator's Management System in *'The Maximum Dimensions of Stored Waste'* and, as a result, has scored Category 2 root cause permit breach.

ACTIONS

- Reduce all heights of stockpiled waste to **4m**. Do not allow waste stockpiles to exceed this height restriction in future.
- Review waste management strategy to ensure customer material is rejected if there is unsuitable capacity on site to compliantly accept more waste.



Image 13 - illustrating the height of the metal waste stockpile in excess of 4 metres - lifted from the BBC News article on 2 September 2021

RECHARGING COSTS - WATER RESOURCES ACT 1991

Please note that, Section 161 of the Water Resources Act 1991 states that where an appropriate agency carries out any works, operations or investigations under any of the powers conferred by section 161 or 161ZA, it shall be entitled to recover the expenses reasonably incurred in doing so from any responsible person. It has been communicated to the operator that, once processes have been finalised and all investigations have been closed, NRW are likely to recharge to the operator all reasonable costs incurred in managing the incident. An intention to invoice letter was sent to the operator on 24 September 2021.

SUMMARY

This waste fire incident has caused large-scale impacts to the local environment. It has also required vast emergency service and public sector resources to manage and minimise the damage from emissions leaving the site. Whilst this incident was accidental and without any deliberate intention, and the operator took certain actions to contain emissions, the environmental impacts caused have been substantial. The excessive stockpiled metal waste made the incident more difficult to manage and took longer to extinguish as a result of the lack of room on site. This led to further pollutants entering the watercourses via the overwhelmed interceptor system and extended the overall length of the incident.

NRW will now be considering its enforcement response to reflect what has taken place.

If there are any issues with this report, please contact Senior Officer Alex Bowder

at Alex.Bowder@cyfoethnaturiolcymru.gov.uk or 0300 065 3000.

In this document 'Natural Resources Wales' means the Natural Resource Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) Order 2012

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm of the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action only relating to the activity assessment
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

How we use assessment scores

The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator

Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

What are suspended scores?

In line with our guidance, we may suspend scores for up to six months to allow time for remedial action to be taken. Suspended scores will be re-instated if the action is not completed.

Full list of Industry and Waste action criteria (used in section 1 and 2):**A: Permitted activities**

- A1 Specified by permit

B: Infrastructure

- B1 Infrastructure – Engineering for prevention and control of emissions
- B2 Infrastructure – Closure and decommissioning
- B3 Infrastructure – Site drainage engineering (clean and foul)
- B4 Infrastructure – Containment of stored materials
- B5 Infrastructure – Plant and equipment

C: General management

- C1 General management – Staff competency/training
- C2 General management – Management system and operating procedures
- C3 General management – Materials acceptance
- C4 General management – Storage, handling, labelling and segregation

D: Incident management

- D1 Incident management – Site security
- D2 Incident management – Accidents, emergency and incident planning

E: Emissions

- E1 Emissions – Air
- E2 Emissions – Land and groundwater
- E3 Emissions – Surface water
- E4 Emissions – Sewer
- E5 Emissions – Waste

F: Amenity

- F1 Amenity – Odour
- F2 Amenity – Noise
- F3 Amenity – Dust/fibres/particulates and litter
- F4 Amenity – Pests/birds and scavengers
- F5 Amenity – Deposits on road

G: Monitoring and records, maintenance and reporting

- G1 Monitoring and records, maintenance and reporting – Monitoring of emissions and environment
- G2 Monitoring and records, maintenance and reporting – Records of activity, site diary/journal/events
- G3 Monitoring and records, maintenance and reporting – Maintenance records
- G4 Monitoring and records, maintenance and reporting – Reporting and notification to Natural Resources Wales

H: Resources efficiency

- H1 Resource efficiency – Efficient use of raw materials
- H2 Resource efficiency – Energy efficiency

Enforcement response

Any permit condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. 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 our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.