

Compliance Assessment Report CAR_NRW0042732

Permit being assessed: WP3231NB.

For: The Creamery , **held by:** Dairy Partners (Cymru Wales) Limited

At: Aberarad, Newcastle Emlyn, Carmarthenshire, SA38 9DQ.

Type of assessment: Site Inspection,

Reason: Routine.

On: 19/10/2023 between 10:00 and 13:30.

Parts of permit assessed: Management, Operations, Emissions and Monitoring.

NRW Lead Officer: Alex Bowder, accompanied by Luke Burton, Rhydian Cox.

Report sent to: John Potter, Daryl White, Steven Welch, HSE Lead, Site Manager, Group Operations Director, on 06/12/2023.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR2B - Operations - The site	Action only (X)	
IR1A - Management - General management	Action only (X)	
IR1A - Management - General management	Action only (X)	
IR2B - Operations - The site	Action only (X)	
IR1A - Management - General management	C3 Minor	1.1.1
IR2A - Operations - Permitted activities	C3 Minor	3.1.1
IR2B - Operations - The site	C2 Significant	3.2.3

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

Total non-compliances recorded	Total non-compliance score
3	39

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
IR2B	1. The operator must store all waste containers in an area that can safely contain any spill or leak with suitable	13/12/2023

Criteria	Action needed	Complete by
	impermeable status.	
IR1A	2. Provide evidence of drainage system checks, drain CCTV surveys, and stress tests conducted in last 3 years to NRW.	06/03/2024
IR1A	3. Produce and implement a management procedure for LNG refuelling that reflects the current fuel delivery system and addresses noise prevention control measures.	06/01/2024
IR2B	4. The operator to ensure that any containers (including their pipework) holding potentially polluting liquids must be provided with appropriate secondary containment.	13/12/2023
IR1A	5. The operator must ensure that all spills of polluting substances are prevented as far as reasonably practicable and cleaned up immediately.	06/12/2023
IR2A	6. The operator must submit a permit variation application to NRW by the deadline specified. The application will need to cover the changes proposed by the new CiP plant and associated abatement system.	06/03/2024
IR2B	7. The operator must provide all potentially polluting liquids with appropriate secondary containment.	13/12/2023

Compliance 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 Assessment Report (CAR) details the comments of Natural Resources Wales (NRW) Officers for the site inspection conducted on Thursday 19 October 2023 at The Creamery, Aberarad, Newcastle Emlyn SA38 9DQ for activities by Dairy Partners (Cymru Wales) Limited (the operator) under Environmental Permit **EPR-WP3231NB**.

Attendees

- Alex Bowder - Senior Regulation Officer, NRW
- Luke Burton - Lead Specialist Industry Regulation, NRW
- Rhydian Cox - Senior Regulation Officer, NRW
- John Potter - HSE Lead, Dairy Partners
- Daryl White - Site Manager, Dairy Partners
- Ashton Daniels - Process Improvement Manager, Dairy Partners

General compliance comments

The visit purpose was to conduct an inspection of the operator's performance against

Environmental Permit **EPR- WP3231NB**. A focus was set on pollution prevention following a water pollution incident in September 2022, the completion of previous compliance report actions, and to conduct assessments of certain permitted and directly associated activities specified in the permit conditions.

Environmental Permit

The operator was issued permit EPR/WP3231NB/V005 on 16 May 2023, which was an initiated review and variation to vary the permit following the publication of the revised Best Available Techniques (BAT) Reference Document (BRef) for the Food, Drink and Milk Industries. The permit has been issued with an Improvement Condition programme requiring specific actions to be completed by the respective deadline dictated in *Table S1.3 Improvement Programme requirements*.

General background

The operator manufactures mozzarella blocks and string cheese products from milk, a large proportion of which comes from local dairy farms in Wales. The installation processes more than 200 tonnes of milk received per day, as described in Section 6.8 Part A(1)(e) of Environmental Permitting Regulations (EPR) 2016. The installation also treats process effluent in an on-site effluent treatment plant (ETP) as described in Section 5.4 Part A(1)(a)(i) of EPR.

Site location

The Afon Arad flows through the site within the permitted boundary and dissects the yard. There are two emission points to the Afon Arad for uncontaminated surface run-off. The treated effluent is discharged to the Afon Teifi.

Inspection commentary

At 10:05 NRW officers arrived at the site office where they were met by Dairy Partners staff John Potter, Daryl White, and Ashton Daniels. Officers signed in and headed to the office where the visit agenda and schedule was discussed between parties. Officers left the office building and proceeded onto the yard towards the Cleaning in Place area to begin inspecting the installation's activities.

Cleaning-in-Place (CiP)

The operator has recently commissioned the CiP system for optimising the use of energy, chemicals, water, and effluent, which can assist with the production process. The system cleans interior surfaces of the plant equipment without disassembly. It was evident that the CiP had been in use over the past few days and was in use at the time of inspection. The operator stated that there was a recent delivery of materials for the CiP in the days prior.

Officers noted that there was a new acid scrubber system linked to the acid bulk tanks, as seen in Image 1. This is a new air emission point that is not listed in the current site permit. This change with regard to the new CiP plant and the installation of an acid scrubber abatement system has not been subject to a permit application determination. The operator

must submit an application to vary their EPR permit to apply for the changes to the installation's CiP plant and the inclusion of a new air emission point.



Image 1 - showing CIP system located in front of the milk silo vessels with acid scrubber system, taken at 10:34 on 19 October 2023

The operator was questioned on how the area is mechanically maintained, and the procedures in place for managing issues or failures with regard to pump controls. The tankers are fitted with laser sensors, which are programmed to detect any level changes. In the event of a malfunction, alerts are electronically sent to staff notifying that the pump has failed.

Waste storage

Behind the milk reception station, the operator stores wood pallets, wrapped empty plastic containers, and other waste items ready for removal off site on a combination of hardstanding and concrete flooring. The operator stated that there were empty intermediate bulk containers (IBCs) stored in this area adjacent to the boundary fencing as the CIP was going through its commissioning process - these have now been removed.

There was one IBC in the area benefitting from secondary containment storing Calcium chloride, as seen in image 3. There was no evidence of spills or leaks around the surrounding area at the time of inspection.



Image 2 – showing an IBC storing calcium chloride with secondary containment, taken at 11:01 on 19 October 2023

Within the waste container storage area, liquids (Superfoam, Divosan, Hypochlorite, Aciphusfoam, and Divos 80-2) whose emission to water or land could cause pollution, were not suitably isolated from direct discharge to the environment or stored in an area that could effectively contain a spill or leak.

The operator must store all potentially polluting liquids with appropriate secondary containment and in a designated area, which is isolated from direct discharge to the environment to the extent where the storage area should be able to safely contain any spill or leak.

ACTION 1: The operator must store all potentially polluting liquids in an area that can safely contain any spill or leak with suitable impermeable status.

Drainage network

Officers enquired into the drainage system setup for the various sections of the yard. Slot drains are colour-marked red or blue; red drains lead to the effluent treatment and subsequent permitted discharge points on the Arad, and blue to surface water storm drainage channels. Staff conduct daily visual checks for blockages in drain openings and instruct a contractor to carry out routine maintenance of the drain lines on an ad hoc basis.

There were no signs of blocked drain slots or surface water pooling at the time of inspection.

ACTION 2: Please would the operator provide evidence of drainage system checks, drain CCTV surveys, and stress tests conducted in last 3 years to NRW.

Control room

Within the milk delivery reception area there is a room used for quality assessment testing

of milk received. The site uses a Supervisory Control and Data Acquisition (SCADA) system to control, monitor, and analyse the industrial devices and processes on site. The system enables remote and on-site gathering of data from the industrial equipment and regulates the pumps and temperatures of the respective tanks for wastewater, fresh water, acid, caustic, and recovered water tank. Access to the system is restricted to key personnel and is operated continuously. The caustic sump pump level is monitored.

Effluent Treatment Plant (ETP)

The visit did not assess the new ETP as incorporated in permit version 004 in March 2023 as part of the compliance assessment activity.

Directly Associated Activities (DAA)

Fuel

The installation has two dual fuel boilers which use liquified natural gas (LNG) as their primary fuel and light fuel oil as a back-up fuel. There is one emission point (A1) to air from combustion sources where two boiler flues discharge through one combined stack.

The oil (DAA A10) is stored in a double-skinned tank on an impermeable surface adjacent to the boiler house. A spill kit was situated near the vessel ready to be used in the event of any spillage or residual oil wash. The kit contents were checked by officers and was containing absorbent pads and cleaning materials.

Liquified Natural Gas (LNG) - DAA A10

NRW have been receiving incident reports detailing excessive noise and impacts experienced from the fuel delivery.

The operator recently purchased the fuel compound on site from the original LNG supplier. The operator has also recently changed its fuel supplier and taken out a contract of supply going forward. Communications have been had with the supplier to ensure that a silent delivery system is upheld, and that the use of silencers in-line with procedures and appropriate mitigation measures are implemented at all times. Part of the operator's noise mitigation plan involves the supporting document '*Report into LNG delivery Systems at the Newcastle Emlyn Dairy*', which details the procedures on LNG delivery and the associated control measures that are implemented.

A telemetry system monitors and detects the tanker content levels to determine the refuelling frequency. The operator spoke about moving the fuelling point further into the site away from sensitive receptors such as dwellings found beyond the permitted boundary, and the use of dynamic acoustic barriers during refuelling going forward.

In accordance with permit condition 3.4.2, Officers stated that the operator *must* have written procedures in place for the delivery system to ensure any noise and vibration generated from the delivery process is prevented and minimised. It is anticipated that the new fuel supplier could operate different fuel transfer procedures, which could deviate from

the operator's management plan currently in place for the fuel delivery system.

ACTION 3: Produce and implement a management procedure for LNG refuelling that reflects the current fuel delivery system and addresses noise prevention control measures.



Image 3 – showing LNG compound and telemetry station located at the rear of the site, taken at 11:09 on 19 October 2023

Glycol chiller compound

The installation uses a glycol refrigeration process with a glycol storage tank. Officers inspected this area to see whether the compressor units were fully cased with lagging insulation, as per action 2 in *CAR_NRW0038781* issued on 19 October 2021, to ensure that the area benefits from appropriate measures to control noise sources. Officers found that all the compressors were suitably covered and deemed this action complete.



Image 4 – showing chiller compressors fully covered with lagging insulation, taken at 11:20 on 19 October 2023

Sludge pit

The sludge pit holds typical dairy solid wastes and pumps the contents to the crude pit where it sits ready for removal via disposal/recovery off site. This is cleaned periodically by

the site; levels are monitored using a float switch controlled by the central SCADA system.

Chemical storage

The raw materials associated with the ETP process are primarily dosing chemicals used for water treatment. The operator stores and handles liquid cleaning chemical additives near the old effluent treatment plant and filter beds. Acids used in the production process are urea, phosphoric, sulphuric, which are stored in double walled polypropylene tanks deemed conformant with storage requirements.

Officer Burton conducted litmus pH testing of the ground surrounding the tanks and surface water pooling underneath. Tests confirmed that there were no signs of contamination or surface water displaying acidic properties. Officers spoke about the chemical delivery process to the stations and how the operator's procedures safeguard against the risk of spillages.

It was noted that some the transmission pipework associated with the chemical storage tanks did not have secondary containment provision. In the event of a leak, polluting liquids would fall onto the hardstanding surface below with the potential to percolate through the ground layers. This deficiency has been identified previously and the operator has been instructed to ensure that any containers (including their pipework) holding potentially polluting liquids must be provided with appropriate secondary containment.

ACTION 4: The operator to ensure that any containers (including their pipework) holding potentially polluting liquids must be provided with appropriate secondary containment.

Pollution incident - 1 September 2023

Following a pollution incident (WIRS 2206511) on 1 September 2022, NRW officers undertaking the investigation established a potential pollution pathway. An action was placed on the operator to investigate this potential pollution pathway and remove any opportunity for contaminants to reach the watercourse, namely the Afon Arad and subsequently the River Teifi, as detailed in *CAR_NRW0040744*.

Following this, the operator conducted an internal investigation and produced a report detailing the findings. The report concluded that, the root cause of the incident was inconclusive, and no definitive source was identified.

The operator stated that, following the pollution incident and the subsequent investigation, although not deemed to be the source, the injection point and pipe work that was formerly found externally of the borehole room housing, near the sluice gate area, was moved inside to safeguard against potential leaks or failures.

Officers inspected the sluice gate structure where NRW officers previously identified a potential pathway to the Afon Arad. The pollution pathway identified in September 2022 is not considered to be completely removed or mitigated however, the ongoing improvement condition programme (IC24) requires the operator to submit a secondary and tertiary containment plan, risk assessments based on CIRIA methodology, and to review the

legacy effluent storage and treatment vessels, which should encompass this area.

Officers noted that the watercourse was running clear and appeared free of any pollution or contaminants at the time of inspection.



Image 5 - showing the Afon Arad below the penstock sluice gate running clear, taken at 12:05 on 19 October 2023

Spill Management

Condition 3.1.1. states: *“there shall be no point source emissions to water, air or land except from the sources and emission points listed in schedule 3 tables S3.1 and S3.2.”*

Officers requested and were provided with the operator’s generic spill response procedure, reference: *EP021 - 13042023* and a spreadsheet documenting staff’s attendance and completion of the operators Environmental Awareness Course. The course content was viewed and included a section on spill management. The course is run as a refresher annually.

Officers’ discussions with the operator highlighted that the spill response procedure was not site specific and there was no procedure with an associated checklist in place for checking for spillages around the facility.

You are required to prevent spills in the first place rather than relying on procedures to deal with an incident. Safe secure storage, careful deliveries, staff and contractor training and daily checks are essential for pollution control.

RECOMMENDATION

- i. the operator shall review the spill response procedure against the relevant [Guidance for Pollution Prevention \(GPP\) documents](#) and improves it in-line with this best practice.
- ii. the operator shall create and implement a procedure for undertaking, recording, and making notifications in respect of daily checks of containment and spillages.

Note: Emissions monitoring assessments will be completed independently of this compliance report.

PERMIT COMPLIANCE BREACHES

Spill Management

Condition 1.1.1 of environmental permit EPR-WP3231NB states:

"1.1.1 The operator shall manage and operate the activities:

- a. in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances, closure and those drawn to the attention of the operator as a result of complaints... []"*

At the time of inspection, it was evident that there was a residual oil sheen around the immediate flooring of the oil tank, as seen in images 6 (a) and (b). This indicates that clean up procedures were not being strictly followed in-line with the operator's *EP-021 Spill Response Plan 13042023* document.



Image 6 (a) – showing an oil sheen on the flooring around the oil storage vessel, taken at 11:14 on 19 October 2023



Image 6 (b) – showing oil storage hatch opening and sheen to the left of vessel, taken at 11:15 on 19 October 2023

ACTION 5: The operator must ensure that all spills of polluting substances are prevented as far as reasonably practicable and cleaned up immediately.

In accordance with NRW's compliance scoring guidance, a non-compliance score of **C3** has been recorded against sub-criteria IR1A - Management - General management.

C3 PERMIT BREACH
IR1A - Management - General Management

General Management, condition 1.1.1:

"The operator shall manage and operate the activities:

- a. *in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances, closure and those drawn to the attention of the operator as a result of complaints []"*

(C3 - Potential to have a minor or minimal impact or effect on the environment, people and/or property

Cleaning-in-Place

Condition 3.1.1 of the environmental permit states:

"There shall be no point source emissions to water, air or land except from the sources and emission points listed in schedule 3 tables S3.1 and S3.2."

Following discussions with NRW in August 2021 and as reflected in compliance report CAR_NRW0038780 sent on 14 October 2021, advice was provided to Dairy Partners in relation to a proposed future development of the Clean-in-Place (CiP) plant. NRW advised that, for the construction of any new tanks for chemicals and waste, the designs may need to be submitted for approval as part of a permit variation application to NRW. Furthermore,

any new tanks (and associated infrastructure) would need to be built to the required standards. There has been no permit variation application submitted for this change on site and it is also noted that the materials inventory table has been updated, including additional and increased amounts of chemicals.

During this visit officers found that a new CiP plant had been built and was in-use, and that the CiP system also includes an acid scrubber, which introduces a new emission point to air; this is not permitted in the EPR permit.

ACTION 6: The operator must submit a permit variation application to NRW by the deadline specified. The application will need to cover the changes proposed by the new CiP plant and associated abatement system.

In accordance with NRW's compliance scoring guidance, a non-compliance score of **C3** has been recorded against sub-criteria IR2A - Operations - Permitted activities.

C3 PERMIT BREACH
IR2A - Operations - Permitted activities

Permitted activities, condition 3.1.1:

"There shall be no point source emissions to water, air or land except from the sources and emission points listed in schedule 3 tables S3.1 and S3.2."

(C3 - Potential to have a minor or minimal impact or effect on the environment, people and/or property)

Portable water treatment

Condition 3.2.3 of the environmental permit states:

"All liquids in containers, whose emission to water or land could cause pollution, shall be provided with secondary containment, unless the operator has used other appropriate measures to prevent or where that is not practicable, to minimise, leakage and spillage from the primary container."

Officers inspected the borehole pump room, areas surrounding the room, and nearby tanks containing Aqua Treat. Within the borehole pump room, liquids (non-toxic secondary refrigerant antifreeze and sodium hypochlorite) whose emission to water or land could cause pollution were not provided with secondary containment. The operator stated that the chemicals were housed within the unit, which acted as mitigation for containment.



Image 7 (a) – showing IBC holding refrigerant antifreeze stored within the boiler room without secondary containment, taken at 12:10 on 19 October 2023



Image 7 (b) – showing container holding sodium hypochlorite present within the boiler room without secondary containment, taken at 12:11 on 19 October 2023

At the front of the pump room there is a drainage channel, which is understood to run to the effluent treatment plant. The size of the channel is such that if there was a catastrophic failure of the containers, polluting liquids could potentially overwhelm the channel and escape onto an area of permeable ground. This area of permeable ground has been proven to have a direct pathway to Afon Arad, as per CAR_NRW0040744.

ACTION 7: The operator must provide all potentially polluting liquids with appropriate secondary containment.

In accordance with NRW's compliance scoring guidance, a non-compliance score of **C2** has been recorded against sub-criteria IR3B.

C2 PERMIT BREACH
IR3B - Emissions of substances not controlled by emissions limits

Emissions and monitoring, condition 3.2.3:

"The limits given in schedule 3 shall not be exceeded" "All liquids in containers, whose emission to water or land could cause pollution, shall be provided with secondary containment, unless the operator has used other appropriate measures to prevent or where that is not practicable, to minimise, leakage and spillage from the primary container."

(C2 - Potential to have a significant impact or effect on the environment, people and/or property)

SUMMARY OF ACTIONS

Action	Details	Deadline date
1	The operator must store all potentially polluting liquids in an area that can safely contain any spill or leak with suitable impermeable status.	Immediate
2	Provide evidence of drainage system checks, drain CCTV surveys, and stress tests conducted in last 3 years to NRW.	Within 3 months of report issue
3	Produce and implement a management procedure for LNG refuelling that reflects the current fuel delivery system and addresses noise prevention control measures.	Within one month of report issue
4	The operator to ensure that any containers (including their pipework) holding potentially polluting liquids must be provided with appropriate secondary containment.	Immediate
5	The operator must ensure that all spills of polluting substances are prevented as far as reasonably practicable and cleaned up immediately.	Immediate
6	The operator must submit a permit variation application to NRW by the deadline specified. The application will need to cover the changes proposed by the new CiP plant and associated abatement system.	Within 3 months of report issue
7	The operator must provide all potentially polluting liquids with appropriate secondary containment.	Immediate

If you have any issues with regard to the content of this report, please contact Senior Regulation Officer Alex Bowder at alex.bowder@cyfoethnaturiolcymru.gov.uk

END OF REPORT

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.

If your assessment result in Section 1 is suspended, what does this mean?

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 compliance criteria (used in section 1 and 2):

1. Management

- IR1A – General management
- IR1B – Finance (only applicable to Landfill)
- IR1C – Energy efficiency
- IR1D - Efficient use of raw materials
- IR1E - Avoidance, recovery and disposal of wastes produced by the activities
- IR1F - Multiple operator installations

2. Operations

- IR2A – Permitted activities
- IR2B – The site
- IR2C – Operating techniques
- IR2D – Technical requirements
- IR2E – Improvement programme
- IR2F – Pre-operational conditions
- IR2G – Landfill engineering (only applicable to Landfill)
- IR2H – Waste acceptance (only applicable to Landfill)
- IR2I – Leachate levels (only applicable to Landfill)
- IR2J – Closure and aftercare (only applicable to Landfill)
- IR2K – Landfill gas management (only applicable to Landfill)

3. Emission and Monitoring

- IR3A – Emissions to water, air or land
- IR3B – Emissions of substances not controlled by emission limits
- IR3C – Odour
- IR3D – Noise and vibration
- IR3E – Monitoring
- IR3F – Pests
- IR3G – Air quality management plans
- IR3H – Monitoring for the purposes of the Industrial Emissions Directive (this heading includes Large Combustion Plants)
- IR3I – Fire

4. Information

- IR4A – Records
- IR4B – Reporting
- IR4C – Notification

Enforcement response

Any non-compliance with a permit condition 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 twenty 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 to 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.