

Compliance Assessment Report

CAR_NRW0036944

Permit number	BV4177IS	Operator name	Volac International Ltd
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Site name	Volac Felinfach
Site address	The Old Creamery, Felinfach, Lampeter, Ceredigion SA48 8AG
Type of assessment	Report/Data Review Site Returns 2020

Date of assessment	28/02/2021	Time in	N/A	Time out	N/A
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Parts of permit assessed	1 Management; 2 Operations; 3 Emissions & Monitoring; 4 Information
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NRW Lead officer	Douglas Cowie	Accompanied by	N/A
Report sent to – Name and position	Paul Skyme Safety & Environment Manager	Date	12/03/2021

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

Part of permitted activity assessed (use action criteria below)	Assessment result	Permit condition
A1 Specified by permit	Assessed or assessed in part (A)	2.4.1
E1 Emissions – Air	Assessed or assessed in part (A)	3.1.1 3.1.2
E3 Emissions – Surface water	Assessed or assessed in part (A)	3.1.1 3.1.2
E4 Emissions – Sewer	Assessed or assessed in part (A)	3.1.1 3.1.2
E5 Emissions – Waste	Assessed or assessed in part (A)	1.4.1
G1 Monitoring and records, maintenance and reporting – Monitoring of emissions and environment	Assessed or assessed in part, no evidence of non-compliance found. Action Only (X)	3.3.1
G2 Monitoring and records, maintenance and reporting – Records of activity, site diary/journal/events	Assessed or assessed in part (A)	3.3.2 4.1.1

Part of permitted activity assessed (use action criteria below)	Assessment result	Permit condition
G4 Monitoring and records, maintenance and reporting – Reporting and notification to Natural Resources Wales	C4 No environmental impact	4.2.3(a)
G4 Monitoring and records, maintenance and reporting – Reporting and notification to Natural Resources Wales	Assessed or assessed in part (A)	4.2.1 4.2.2 4.2.3(b) 4.2.3(c)
H1 Resource efficiency – Efficient use of raw materials	Assessed or assessed in part (A)	1.3.1 1.4.1
H2 Resource efficiency – Energy efficiency	Assessed or assessed in part (A)	1.2.1

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

Total number of non-compliances recorded	Total non-compliance score
1	0.1

2. What action is required?

Criteria	Action needed	Complete by
G1	Action 36944/01: Please confirm the maximum flow result recorded in 2020 along with the date on which this result was recorded. We can accept a revised Form Sewer1 (2020 return) for this purpose.	16/04/2021
G1	Action 36944/02: Please confirm the missing uncertainty values for all parameters (emissions to sewer). We can accept a revised Form Sewer1 (2020 return) for this purpose.	16/04/2021
G1	Action 36944/03: The operator is asked to clarify the rationale for using 11% O ₂ for the 2020 monitoring exercise at emission point A15.	16/04/2021
G1	Action 36944/04: The operator is asked to clarify the situation for CO monitoring at A15, including confirmation of the continuous monitoring arrangements in place, and submit the highest CO hourly result recorded during 2020. We can accept a revised Form Air1 (2020 return) for this purpose.	16/04/2021
G4	Action 39944/05: Please ensure the 2021 annual reports include an interpretative review in accordance with permit condition 4.2.3(a), which considers air and sewer emissions.	31/01/2022

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 prosecutions and/or suspension or revocation of your permit.

You are non-compliant with your permit. Other than the provision of advice and guidance, at this time we do not intend to take any further action.

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

4. Details of our assessment

Site description

Volac International Ltd operates a whey processing facility at Felinfach, Ceredigion. The facility makes a range of animal nutrition and human dietary products from whey, a by-product of milk and cheese production. Volac Felinfach is permitted as an installation under Section 6.8 (The Treatment of Animal and Vegetable Matter and Food Industries) of the Environmental Permitting Regulations (EPR).

The permitted installation includes a medium-sized Combined Heat & Power (CHP) unit fired using biomass, which provides heat and energy for the factory. Process effluent is directed to an off-site effluent treatment plant (ETP) jointly operated by a consortium of Volac and a neighbouring business under permit EPR/BP3135EB.

Purpose of visit/assessment

Monitoring returns and reports for the following period(s) have been assessed in this CAR form:

- 2020 annual returns: emissions to sewer
- 2020 annual returns: emissions to air
- 2020 annual performance reports

Other topics assessed within this report:

- Improvement Programme item IP18
- Monitoring and reporting of emissions to water

The relevant permit conditions are listed under Sections 1.2, 1.3, 1.4, 2.4, 3.1, 3.5, 4.1, 4.2, 4.3 & 4.4 of Volac's permit.

Compliance assessment

Permit conditions 3.3.1 – 3.3.4 (Monitoring)

The current version of the installation permit BV4177IS contains some formatting errors which are relevant to this compliance assessment. Within Section 3.5 (Monitoring), the conditions appear to be labelled incorrectly as 3.3.1 – 3.3.4. These errors will be corrected, and the conditions re-aligned by NRW as part of a permit variation.

For the purposes of this compliance assessment, the existing monitoring condition references 3.3.1 and 3.3.2 have been used.

Emissions to sewer

Permit BV4177IS requires annual reporting of emissions to sewer, specifically a discharge of process effluent from emission point S1 which is directed to the nearby effluent treatment installation (BP3135EB).

The permit requires the operator to monitor the following parameters:

Parameter	Emission Limit Value	Reference Period ¹	Monitoring frequency
Biochemical Oxygen Demand (BOD)	10,000 mg/litre	-	Monthly ²
Chemical Oxygen Demand (COD)	22,162 mg/litre	-	Monthly
Copper	1 mg/litre	-	Monthly
Lead	1 mg/litre	-	Monthly
Nitrogen, total oxidised as N	50 mg/litre	-	Monthly
Phosphate as P	-	-	Monthly
Suspended Solids	3,324 mg/litre	-	Monthly
Flow	-	Hourly average	Continuous

The operator submitted the 2020 effluent monitoring returns on 29 January 2021 in the agreed reporting format (Form Sewer1 / 'S1').

We have assessed the annual submission and note that the results recorded at S1 in 2020 are within the permitted limits.

Observations/comments:

1. The 2021 return does not include a result for effluent flow. The permit does not specify an emission limit value for this parameter, however the maximum value recorded during the annual reporting period should be noted on Form Sewer1. The uncertainty value should be stated alongside the reported result – see action below.

Action 36944/01: Please confirm the maximum flow result recorded in 2020 along with the date on which this result was recorded. We can accept a revised Form Sewer1 (2020 return) for this purpose.

2. The 2020 return confirms the accredited/certified analytical methods associated with the reported results. These methods appear to differ from those specified in the permit; however, it is recognised that they are associated with a UKAS-accredited laboratory and align with MCERTS for environmental monitoring.
3. Some information is missing from Form Sewer1:
 - Measurement uncertainty for all parameters

When reporting monitoring data for permit compliance purposes, please be clear if the results have been reported 'as measured' alongside the associated uncertainty, or if the uncertainty has already been removed.

¹ The permit does not currently specify a reference period for discontinuous measurements. Effluent sampling and analysis follow the 'WAS' method statements for wastewater inorganics [ALS Environmental Ltd, Coventry Laboratory]

² The permit specifies a 5-day BOD test (BOD5) determined in the presence of allylthiourea.

Monitoring results should be reported in the form $R \pm U$, where R is the result and U is the uncertainty associated with the result at the 95% confidence interval. Form Sewer1 provides separate columns for this purpose. There is further guidance regarding measurement uncertainty within section 6.7 of the following publication:

[Technical Guidance Note M18 \(Monitoring\) Monitoring of discharges to water and sewer](#)

For automatic sampling equipment, the following publication is also relevant:

[MCERTS: performance standards and test procedures for continuous water monitoring equipment - part 1 automatic sampling equipment - GOV.UK \(www.gov.uk\)](#)

Automatic sampling equipment used for the purpose of complying with environmental permitting requirements should be certified to MCERTS standard. Manufacturers of such equipment should supply information which can be used to calculate uncertainty values. It is recognised that some accredited/certified analysis methods may already have a specific expanded uncertainty value associated with them.

Action 36944/02: Please confirm the missing uncertainty values for all parameters. We can accept a revised Form Sewer1 (2020 return) for this purpose.

Emissions to sewer – future requirements

New monitoring requirements may be introduced at the conclusion of the ongoing installation permit review, considering the relevant BATc and any local environmental considerations. This may include a requirement to *monitor* key parameters associated with process effluent discharges, but not necessarily a requirement to comply with relevant emission limit values where effluent is treated elsewhere before being discharged to the environment.

In Volac's case, it is expected that relevant emission limits (BAT-AELs) would be applied at the nearby permitted waste treatment installation, Felinfach Effluent Treatment Plant.

Emissions to air

Permit BV4177IS requires annual monitoring and reporting of emissions to air from emission point A15 (Combined Heat & Power Plant fired using biomass).

The permit requires the operator to monitor the following parameters:

Emission Point	Parameter	Emission Limit Value	Reference Period	Monitoring frequency
A15	Sulphur Dioxide (SO ₂)	30 mg/m ³	Periodic	Annual
A15	Oxides of Nitrogen (NO & NO ₂ expressed as NO ₂)	250 mg/m ³	Periodic	Annual
A15	Carbon Monoxide (CO)	150 mg/m ³	Hourly average	Continuous
A15	Carbon Monoxide (CO)	150 mg/m ³	Periodic	Annual
A15	Total Particulate Matter (PM)	10 mg/m ³	Periodic	Quarterly ³

³ The operator has satisfied the requirements of Improvement Programme item IP18 (see below) and therefore NRW has agreed that the monitoring frequency for total particulate matter can be reduced from quarterly to annual.

The operator submitted the 2020 air monitoring returns on 11 February 2021. The returns are presented within two emissions monitoring reports produced by a technical consultancy on behalf of Volac.

The permit reporting requirement is ambiguous in that the use of Form Air1 is specified in Schedule 4 Table S4.4, however no such form appears to have been issued with the permit. This ambiguity will be addressed in time for future annual reports (see below).

We have assessed the operator's annual submission and note that the results recorded at A15 in 2020 are within the permitted limits.

Observations/comments:

1. The biomass CHP plant has twin flues – one flue per boiler – enclosed within a common stack windshield. The reports have presented results for both flues as A15a and A15b. The permit currently reflects this arrangement as a single emission point (A15), therefore NRW has used the highest reported values for each parameter to assess compliance with the permitted emission limits.
2. It is understood that Boiler 1 and Boiler 2's emissions are directed to flues A15a and A15b respectively. A15a is situated on the right and A15b on the left if the stack is observed from a south-east aspect.
3. The monitoring was undertaken on 26/02/2020 which falls within the correct monitoring period and appears to have been carried out during normal operating conditions (~15MW load).
4. The reported results were obtained as concentrations in dry air using standard temperature (273K) and pressure (101.3kPa) reference conditions. The oxygen (O₂) content is reported as 11% for some measurements. For emissions from combustion processes using solid fuels, the O₂ content should normally be 6% (dry). It is acknowledged that the permit does not include a note within Schedule 6 Interpretation to confirm the standard reference conditions associated with emissions monitoring for combustion activities burning biomass (solid) fuels.

Action 36944/03: The operator is asked to clarify the rationale for using 11% O₂ for the 2020 monitoring exercise at emission point A15.

5. The reports indicate that discontinuous monitoring has been undertaken for carbon monoxide (CO) in accordance with the permit requirements. The permit also requires this parameter to be monitored continuously and the highest recorded hourly average result should be included in the annual return i.e. alongside the annual CO stack test result. The submitted reports do not appear to include this information.

Action 36944/04: The operator is asked to clarify the situation for CO monitoring at A15, including confirmation of the continuous monitoring arrangements in place, and submit the highest CO hourly result recorded during 2020. We can accept a revised Form Air1 (2020 return) for this purpose.

6. Regarding the air emissions reporting ambiguity noted above:

- The regulating officer has generated a Form Air1 template which could be used to report air emissions monitoring results at A15 on an annual basis. A copy of this template has been shared with the operator.
- An NRW-led administrative permit variation can correct the reporting ambiguity in Schedule 4 and allow us to formalise use of Form Air1 for future annual returns. A variation request has been submitted to NRW's Permitting Service.

Improvement Programme item 18 (IP18)

IP18 requires the operator to undertake quantitative monitoring of particulates from emission point A15. The item states that:

- the monitoring shall be carried out quarterly for one year and the results supplied to NRW;
- the sampling and analysis shall be carried out to the standards specified in BS EN 13284-1; and
- the results of the analysis shall be forwarded to Natural Resources Wales.

NRW has previously received a series of monitoring reports in 2018 which address this improvement programme item. The reports are in an accessible format and show that particulate emissions from the biomass CHP plant have consistently met the permitted emission limit of 10mg/m³. The requirements of IP18 have therefore been satisfied and may allow IC1 to be marked as complete at the next suitable permitting opportunity.

In accordance with condition 3.3.1, this report formally confirms our agreement to change the monitoring frequency for particulates at emission point A15 from quarterly to annual monitoring. Schedule 3 Table S3.1 will be updated accordingly as part of a future permit variation.

Emissions to water

Permit BV4177IS requires monthly monitoring and annual reporting of emissions to water, specifically two discharges of uncontaminated surface water from emission points W1 and W2 into a small tributary of the Afon Aeron.

The permit requires the operator to monitor the following parameters:

Emission Point	Parameter	Emission Limit Value	Reference Period	Monitoring frequency
W1	-	Discharge to be free of any visible solids, oil or grease	Periodic (visual check)	Monthly
W2	-	Discharge to be free of any visible solids, oil or grease	Periodic (visual check)	Monthly

The operator has not submitted any water monitoring returns for the 2020 monitoring period; however, the permit does not specify use of a reporting form for these parameters.

The regulating officer is not aware of any pre-existing form(s) issued with the permit for this purpose. This omission will be corrected in the following manner in time for future annual reports:

- The regulating officer has generated a Form Water1 template which could be used to capture monthly visual checks at emission points W1 and W2. A copy of this template has been shared with the operator;
- An NRW-led administrative permit variation can correct this reporting omission in Schedule 4 and allow us to formalise use of Form Water1 for future annual returns. A variation request has been submitted to NRW's Permitting Service.

Annual Performance

The operator submitted the 2020 annual energy, water use and waste returns on 29 January 2021. The 2020 submission comprises:

- Summary report of previous year's EMS progress against targets
- Form R1 (waste recovery & disposal)
- Form E1 / Energy1
- Form WU1 / WaterUsage1

Observations/comments:

1. Form Performance1 (annual feed and food production) is missing from the 2020 submission.

This permit reporting requirement is ambiguous in that the use of Form Performance1 is specified in Schedule 4 Table S4.2, however no such form appears to have been issued with the permit. This omission will be corrected in the following manner in time for future annual reports:

- The regulating officer has generated a Form Performance1 template which could be used to report production of feeds and foods expressed in tonnes. A copy of this template has been shared with the operator;
 - An NRW-led administrative permit variation can correct the reporting ambiguity in Schedule 4 and allow us to formalise use of Form Performance1 for future annual returns. A variation request has been submitted to NRW's Permitting Service.
2. The *summary report of previous year's EMS progress against targets* appears to be a legacy permit requirement which has not carried forwards into the current consolidated permit. This submission could be adapted for future annual returns to present an interpretative review of the monitoring and assessment data required by the permit (see below).
 3. Form R1 is not listed in the permit; however, its use allows the operator to meet the waste disposal reporting parameter outlined in Schedule 4 Table S4.3. Volac should continue to use this form to report waste recovery and disposal performance parameters.

4. It is understood that the figures presented in form R1 only concern wastes generated by the factory i.e. permitted installation BV4177IS and exclude data for the nearby effluent treatment plant, which is reported separately in accordance with permit BP3135EB. The reductions in waste tonnages over time are noted and welcomed.
5. Water use at the installation is recorded on Form WU1. Volac has prioritised water efficiency and has achieved notable reductions in both abstracted borehole water and mains water use since 2017, thanks to the success of projects such as the wastewater (potable) recovery plant. As well as saving water at the factory, this project has also reduced effluent discharge volumes at nearby installation BP3135EB. The recovered water reduces the overall water demand and the environmental footprint of these installations.
6. The E1 return confirms the delivered and primary energy use at the installation in 2020. The operator has distinguished between the different energy sources including the biomass CHP plant, and has provided energy conversion factors for each source. This is useful when examining the installation's overall energy use profile. The biomass CHP has now become the main energy source at the installation. Volac continues to pursue energy saving initiatives and one example of this is new meter reading software to help identify new energy efficiency opportunities.
7. The submitted information is also relevant to the requirements of permit conditions 1.2.1 (energy efficiency), 1.3.1 (raw materials efficiency) and 1.4.1 (wastes produced by the activities). Compliance with these permit conditions has only been partially assessed within this report.
8. The 2020 annual performance report partially addresses the requirement for an interpretative review of the results of the monitoring and assessment carried out in accordance with condition 4.2.3(a) of the permit. Reductions in energy, water and waste disposal and recovery are presented on individual reporting forms and are discussed within the EMS summary report. Air and sewer emissions data has not been reviewed and presented in the same manner. Monitoring and performance data should be analysed and graphed to help identify any data trends or patterns over time.

The interpretative review does not need to be onerous and there is no set format in which it must be submitted. It should summarise and discuss the key results, events and patterns observed. The review is an opportunity for the operator to demonstrate any positive trends e.g. relative reductions in energy, water use, CO₂e emissions over time as the installation evolves.

The omission of an interpretative review of the monitoring data for air and sewer emissions does not comply with condition 4.2.3(a) of the permit. A CCS Category 4 score (CCS4) has been recorded against this non-compliance (criterion G4) in accordance with NRW's published CCS guidance.

Although we consider this to be a technical permit breach with no environmental impact, the operator is reminded that an interpretative review of monitoring must be reported for 2021 and annually thereafter to avoid future non-compliance scores.

NRW acknowledges that the operator has achieved reductions and has made significant progress towards sustainability targets in recent years.

Action 39944/05: Please ensure the 2021 annual reports include an interpretative review in accordance with permit condition 4.2.3(a), which considers air and sewer emissions.

Summary and actions required

We have provided advice and guidance in response to the non-compliance and CCS score identified in this report. A compliance summary can be found in Sections 1 and 2.

Actions are identified for the operator's attention (see Section 2). A further assessment will be carried out once these actions have been completed and NRW has received the requested information.

This assessment has revealed some errors and ambiguities within the installation permit. The regulating officer has submitted an administrative variation request to NRW's Permitting Service which aims to correct these issues.

NRW recognises that the operator is improving the sustainability and environmental footprint of the permitted installation. This is reflected in the annual monitoring and performance returns assessed in this report. The interpretative review of monitoring and performance data offers an opportunity to demonstrate how Volac is meeting its own sustainability targets whilst also fulfilling an important permit requirement.

Note: Novel Coronavirus (COVID-19)

At the time of this permit compliance assessment, an escalation in the threat posed by the novel coronavirus (COVID-19) pandemic has resulted in the imposition of several stringent measures across the United Kingdom.

The statutory measures to control and reduce the spread and impact of COVID-19 are having an impact on the site operator's activities and the regulator's duties. At the time of writing, all routine regulatory compliance visits have been suspended by NRW due to ongoing risks of COVID-19 infection and transmission. NRW currently employs a risk-based approach when deciding to deploy its resources.

Natural Resources Wales / Our response to the coronavirus pandemic

During this pandemic there will be an expectation that site operators continue to comply with their environmental permit conditions. Where the operator has identified an issue that is likely to result in permit non-compliance or increased environmental risk, the operator is expected to raise this with the regulator at the earliest opportunity.

END OF ASSESSMENT

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 in the aspects assessed.
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.