

Compliance Assessment Report CAR_NRW0049496

Permit being assessed: PP3139GB.

For: Hafod Quarry Landfill Site, **held by:** Enovert North Limited

At: Hafod Quarry Landfill Bangor Road, Johnstown, Wrexham, LL14 6ET.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 30/09/2025.

Parts of permit assessed: See below.

NRW Lead Officer: Jamie Blythin, accompanied by Victoria Taylor.

Report sent to: Regional Manager, Regional Manager, on 10/10/2025.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR3E - Installations - Emissions and monitoring - Monitoring	C3 Minor	3.5.1(a)
IR2I - Installations - Operations - Leachate levels (only applicable to landfill)	C2 Significant	2.7.1
IR3A(2) - Installations - Emissions and monitoring - Emissions to air	C3 Minor	3.1.1
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	C3 Minor	3.1.5
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	C3 Minor	3.1.5
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	C3 Minor	3.1.5
IR4C - Installations - Information - Notification	C4 No impact	4.3.1

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

Total non-compliances recorded	Total non-compliance score
7	51.1

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
IR3E	Action 1. Investigate the means of providing an accurate dip meter reading at HAF LC4 and action accordingly. Action 2. Ensure all monitoring is completed as per permit requirements and that all permitted monitoring points are accessible. Provide further details with respect to the safe access provision at LMP4a and LMP4b and the steps taken to ensure continued safe access.	31/10/2025
IR2I	Action 3: With reference to Action 2 from previous CAR (ref CAR_NRW0048680): Operator to provide NRW with an updated Leachate Management Action Plan (LMAP) with reasonable timescales that includes updates on the ongoing actions referenced above and also includes actions to: 1) Provide NRW with evidence to confirm the presence of perched leachate and any other issues which may be contributing to over-estimation of leachate levels at the site. 2) Complete works to resolve any issues that may be contributing to over-estimation of leachate levels at the site e.g. perched leachate, to ensure all monitoring results are representative of actual leachate levels within the monitoring wells. 3) Investigate any monitoring wells with leachate levels above the permitted 2m compliance limit and complete works to ensure compliance with the permitted limit.	31/10/2025
IR3A(2)	Action 4: Operator to continue addressing the actions included in the Landfill Gas Management Action Plan	31/10/2025
IR3A(1)	Action 5: Operator to continue reviewing future monitoring results. If elevated Ammoniacal Nitrogen is detected in subsequent results, carry out an investigation and report outcome to NRW.	31/10/2025
IR3A(1)	Action 5: Operator to continue reviewing future monitoring results. If elevated Suspended Solids detected in subsequent results, carry out an investigation and report outcome to NRW.	31/10/2025
IR3A(1)	Action 5: Operator to continue reviewing future monitoring results. If elevated pH is detected in subsequent results, carry out an investigation and report outcome to NRW.	31/10/2025
IR4C	Action 6: Notify NRW of any permit breaches via a Schedule 5 Notification in accordance with the conditions of the permit.	31/10/2025

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) follows a review of the Q2 (April – May) 2025 monitoring data which was submitted to NRW on 31 July 25 in accordance with permit condition 4.2.3.

Leachate

The permit requires the operator to complete leachate monitoring as specified in tables S3.1 and S3.9.

Leachate Levels

April & May 2025 - Leachate level data (leachate head) were provided for all monitoring wells, as required by the permit.

June 2025 - Leachate level data were provided for all monitoring wells, with the exception of three locations, namely HAF LC4, HAF LMP4a and HAF LMP4b.

The operator provided reasons for the monitoring not being undertaken in schedule 5 notification HAF 401 and summarised as follows:

- HAF LC4 - The operator reports that the most recent CCTV survey shows a prominent 'shelf' inside the well at approx. 23m depth, on which the dip meter becomes 'stuck'. They believe that the moisture at this shelf then sets off the dip meter when manually dipping giving an inaccurate reading.
- LMP4a and LMP4b – The operator has reported the monitoring wells have been recently raised and were both too high to monitor safely. They state that safe access has since been made.

NRW considers the failure to complete monthly monitoring at all leachate monitoring points to be a breach of permit condition 3.5.1(a) and a non-compliance score has been applied (IR3E-Monitoring-C3).

Action 1. Investigate the means of providing an accurate dip meter reading at HAF LC4 and action accordingly.

Action 2. Ensure all monitoring is completed as per permit requirements and that all permitted monitoring points are accessible. Provide further details with respect to the safe access provision at LMP4a and LMP4b and the steps taken to ensure continued safe access.

During Q2, leachate heads between 1.17m and 27.90m were recorded, there were 28 instances where the recorded leachate level was greater than the permitted compliance limit of 2m.

NRW considers this a breach of permit condition 2.7.1 and a non-compliance score has been applied. As per the Q1 CAR (reference NRW0048680) and due to the ongoing nature of this permit breach, the non-compliance score remains as C2-Significant (IR21-Leachate

Levels-C2).

Action 3: With reference to Action 2 from previous CAR (ref CAR_NRW0048680): Operator to provide NRW with an updated Leachate Management Action Plan (LMAP) with reasonable timescales that includes updates on the ongoing actions referenced above and also includes actions to:

1) Provide NRW with evidence to confirm the presence of perched leachate and any other issues which may be contributing to over-estimation of leachate levels at the site.

2) Complete works to resolve any issues that may be contributing to over-estimation of leachate levels at the site e.g. perched leachate, to ensure all monitoring results are representative of actual leachate levels within the monitoring wells.

3) Investigate any monitoring wells with leachate levels above the permitted 2m compliance limit and complete works to ensure compliance with the permitted limit.

The operator has confirmed by email (dated 16 September 2025), that a report to NRW is being prepared with the aim to provide evidence to confirm the presence of perched leachate and the over estimation of leachate levels within the site, as required by Action 2 (CAR_NRW0048680). **Report to be provided to NRW by 31 October 2025.**

The operator provided Schedule 5 Notifications HAF 394, HAF 398 and HAF 401 for the high leachate levels recorded in Q2. The operator continues to assert that long standing issues such as perched leachate, blocked slotted sections of some wells and issues with pumps are contributing to an over-estimation of leachate heads and monitoring results are not representative of actual heights within the cells.

In addition to the Schedule 5 Notifications, the operator provided NRW with an updated Leachate Management Action Plan (LMAP) in September 2025.

Leachate Management Action Plan

The updated revised LMAP highlights the operator's commitment to improving leachate management through the appointment of a Group Leachate Manager in May 2025. The LMAP also includes new /revised actions and any outstanding actions from the preceding LMAP; for completeness the status of all actions are summarised as follows:

1. Complete proposed permanent clay capping, circa 4,000 - 5,000m², at earliest opportunity. Permanent clay capping on Cell 4 and Cell 5a was undertaken during August and September 2025. Clay was moved as part of Cell 5c construction works and placed when weather conditions were favourable. Once tipping in Cell 5b is up to final levels (estimated between Dec 2024 and February 2025) then this will allow a further area to be permanently capped. Clay capping of Cell 4 & Cell 5a Completed September 2025.

2. Install further temporary LLDPE capping along outer northern flank of Cell 5b. An additional 4500m² of LLDPE capping has been identified on Cell 5b and will be installed as soon as ground conditions allow. Target for completion 31 December 25.

3. Install fully automated pumping system in Cell 5c once Cell is fully engineered, to ensure extraction can commence as soon as tipping operations are approved.

Ongoing - New leachate main pipework to be installed, along with electric cabling, pump

panel and pumps. Prices and system capacity currently being assessed. Will be operational by end of 2025.

4. Undertake CCTV camera survey on all existing leachate infrastructure, to determine if working as required and if monthly leachate dips are providing an accurate representation of actual leachate levels within the site.

Several CCTV surveys were completed in 2024 and 2025. Ongoing - Survey undertaken during June and July 2025. Results have identified a number of issues. A report is being prepared and will be submitted to NRW by the end of September 2025.

5. Monitor liquid levels in gas wells to determine if this is having any effect on gas collection efficiencies.

Ongoing - Gas team continue to undertake regular dipping exercises across the site. Eductor system has been installed on gas wells in Cell 5a and recharge rates monitored. Report to be produced and submitted by the end of 2025.

6. Review leachate pumping system in LMP1B to determine if the eductor pump is working effectively.

Ongoing- Eductor pump did not work as effectively as required due to issues with pipe splitting and potentially 'flooding' well with recirculating leachate. A new electric pump was installed within this chamber on 1st August 2025. The pump has worked well, pumping between set points of 1.5m and 3m, with the recharge rate reducing between pumping periods. A recent pump fault, caused by a power cut tripped the pump, is due to be repaired. Findings of leachate pumping review to be provided to NRW by 17 October 2025.

7. Review Leachate Management Plan and submit to NRW, outlining progress made towards 2m compliance levels. This report will include a Water Balance Report.

Ongoing - Leachate Management Plan to be completed and issued to NRW following completion of the water balance report (by external consultant) at the end of October 2025.

8. Following HRA review, propose new leachate compliance levels together with justification to increase levels from 2m head to (6m) head in Cells 1 to 4.

Ongoing - HRA review planned following findings of targeted pumping within chambers believed to be effected by perched levels before meaningful review can be undertaken. To be submitted to NRW 31 March 2026.

9. Investigate if a carbon filter pack can be installed at the Leachate Storage Tank to reduce any odours from exhaust gas from vacuum tankers. Trial conducted at another Enovert site.

Concluded - Following investigation with activated carbon specialists, venting the expelled air from the vacuum tanker was not thought to be particularly effective or a good use of resources, considering such a relatively small gain in odour reduction.

10. Installation of automated pumping infrastructure within MP4a and MP4B, to affect what are believed to be perched leachate levels within these two chambers.

Ongoing – Pump already installed in MP4b but need to reroute cabling and control panel, to operate both pumps in these chambers simultaneously. Anticipated timeframe 31 October 2025.

Leachate Analysis

Quarterly monitoring for the leachate parameters specified in table S3.9 was completed for cell 3 (HAF LMP3), cell 4 (HAF LC4) cell 5 (HAF LC5) and cell 5b (HAF LC5b).

Representative samples from cells 4 (HAF LC4) and 5 (HAF LC5) were recovered on two separate occasions, due to the sampling and analysis of leachate from these locations being absent in the Q1 monitoring returns.

During Q2 a total of 3,357tonnes of leachate was removed from site for treatment.

Landfill gas**Perimeter gas monitoring**

Perimeter gas monitoring was undertaken in accordance with Condition 3.5.1(d) and Table 3.6 (Landfill gas in external boreholes).

With reference to Schedule 5 Notifications HAF 393 (April), HAF388 (February) and HAF 391 (March), there were 33 instances during Q2 where methane (CH₄) levels in perimeter gas wells exceeded the 1% permitted Emission Limit Value (ELV).

Values between 0.1 and 54% methane were recorded during Q2. NRW considers this a breach of permit condition 3.1.7 and a non-compliance score has been applied (IR3A-Emissions to water, air or land-C3).

The operator states the following in Schedule 5 Notifications in relation to breaches of the 1% methane ELV for perimeter wells:

'A review of the historic methane data for the boreholes that breached the compliance limit this month, reveal that these boreholes have frequently demonstrated elevated methane concentrations which have been well documented.

Breaches where the methane to carbon dioxide ratio is much greater than or much less than 1.5 is very unlikely to be landfill gas. Much of the gas seen is believed to be mines gas.

This is discussed at length in the most recent annual report. It is stated that "Methane from the underlying coal measures was identified at the site during early preoperational investigations."

The extra monitoring gas wells GBA to GBJ are not listed in the permit and thus do not have limits set and therefore are not included in the schedule 5.'

Action 4: Operator to continue addressing the actions included in the Landfill Gas Management Action Plan

Landfill Gas Management Action Plan

In addition to the Schedule 5 Notifications, and in response to Action 4 of the June 2025 CAR report (reference NRW_0048680), the operator provided NRW with an updated Landfill Gas Management Action Plan (dated 15 September 2025), they intend to complete the following actions in relation to the breaches of ELVs in perimeter gas wells:

1. Regular programme of reviewing new gas infrastructure installed at site.

Combination of vertical, horizontal and pin wells to be installed in Cell 5b once tipping in this area has been completed. Currently estimated between December 2025 - February 2026. Tipping and gas infrastructure plans are updated by Enovert on a 3 monthly basis.

2. Installation of new 250mm gas collection main along outer northern bund of Cell 5c to form complete ring main around Phase 5.

Works will commence on completion of Cell 5c construction. KOP [knock out pot] already on site but further pipework to be ordered. Anticipated timeframe 30 April 2026.

3. Install new vertical gas wells in Cell 5b and connect to existing extraction system.

The number of vertical wells to be determined by availability of completed area, based on installing at 35m centres. NRW notified as soon as drilling contractors can confirm availability. Anticipated timeframe 28 February 2026.

4. Production of future gas extraction plans ahead of Cell [5C] development to ensure adequacy of extraction system.

Gas Team produce a series of gas infrastructure plans to take account of future tipping and cell development. Currently engineering Cell 5c with expected completion October 2025. Tipping in Cell 5c to commence Jan -Feb 2026. Anticipated timeframe 31 October 2025.

5. Review previous reports and data in relation to historic perimeter gas exceedances along the southern perimeter gas monitoring boreholes.

Env Compliance Team have completed reviewed of previous MWH report along with recent perimeter gas data. Once a full 12 months of data is obtained and reviewed, as per Action point 6, we will move on to Action 8 and with the sufficient data set apply for a permit variation to raise the ELV for methane at the perimeter wells. Completed.

6. Review and monitor gas pressure in southern perimeter gas boreholes.

Review current gas data and produce series of graphs. Assess for any patterns (atmospheric or gas field related) and set up alerts so these can be linked. Environmental Monitoring Team to undertake some basic nitrogen purging to aid understanding. Anticipated timeframe 31 December 2025.

7. Assess gas well performance in Cell 1 adjacent to affected southern perimeter gas monitoring borehole.

Liquid level monitoring in gas wells continues to be undertaken and plans produced to determine depth influence from each wells to compare against perimeter borehole logs. Report to be produced by Gas Team before end of 2025. Anticipated timeframe 31 December 2025

8. Review permit limits of perimeter gas monitoring boreholes (inc gas flow), and prepare possible permit variation.

Target date will be affected by completion of other Action Points. Anticipated timeframe 3 April 2026

9. Install further temporary capping of the outer flank of Cell 5b.

An additional 4500m² of LLDPE capping has been identified on Cell 5b and will be installed as soon as ground conditions allow. Anticipated timeframe 31 December 2025.

10. Install new genset following failure of previous engine block.

New engine (Unit 2) currently being fitted into container on site. Expect to be running by end of September 2025. Anticipated timeframe 30 November 2025

11. Scheduled maintenance planned for Hafod Unit 1 – 1136kW/hr CAT genset

Unit 1 pencilled in to be overhauled November 2025. Anticipated timeframe 30 November 2025

12. Review NRW emissions survey and undertake FID walkover survey to identify any elevated emissions. Produce a report of the findings, which will include any remedial actions completed / are due to be completed to reduce fugitive emissions as far as reasonably practicable.

Will be completed by 30th September, weather permitting.

13. Continue to monitor on-site and off-site Air Quality Monitoring

AQ Mesh pods 'Gold' calibration to improve accuracy of data due September 2025. Ongoing

Groundwater

Groundwater monitoring was undertaken in accordance with Condition 3.5.1(c) and Tables S3.5 (Groundwater-emission limits and monitoring requirements) and S3.11 (Groundwater - other monitoring requirements).

Samples were not taken at the following monitoring points as the operator states there was insufficient liquid to sample: BH HA 1A(T), BH HA 5(T), BH HA 9A(T), BH HA 11B(T) and BH HA 12A(T).

Q2 returns recorded chloride concentrations above the permitted limit at monitoring well BH HA 12C(B); 220mg/l of chloride was record against a compliance limit of 200mg/l on 25 June 2025. With reference to Schedule 5 Notification HAF 399, the operator confirmed there were no other recorded groundwater breaches.

The operator has completed an investigation into the elevated chloride levels monitoring point HA12C(B). A report, Ref C57/0392/R007 and dated 7 August 2025, has been submitted to NRW in support of a request to revise permitted compliance limits for chloride.

NRW have reviewed the report and don't have objections to the use of the proposed chloride action level of 484mg/l instead of the current permit limit of 200mg/l at HA 12C(B). NRW also acknowledge that monitoring locations HA 12A(M), HA 12A(T) and HA 12B(B) are not currently monitored due to health and safety access concerns.

The operator should ensure that any changes to the permitted limits, parameters and monitoring locations are addressed as part of the next Hydrogeological Risk Assessment

(HRA) review and apply for a permit variation accordingly.

NRW reserves the right to revert to the permitted limit (200mg/l) should information be presented which indicates that pollution is being caused, or likely to be caused.

The operator is required to carry out monthly monitoring of groundwater levels (dip to water -m- and water level mAOD). Monitoring was completed for all monitoring points except BH HA 5(B) and BH HA 5(T) due to access issues with a fallen tree.

Surface water

Surface water monitoring was completed in accordance with Condition 3.5.1(b) and (e), Tables S3.3 (point source emissions to water-emission limits and monitoring requirements) and S3.10 (surface water-other monitoring requirements).

The operator reported the following ELV breaches at monitoring point SW1A:

- Ammoniacal Nitrogen 30/04/2025 – 3.4mg/l vs permitted ELV of 1.8mg/l
- Suspended Solids 27/05/2025 - 160 mg/l vs permitted ELV of 50mg/l
- pH 25/06/2025 – pH9.6 vs permitted ELV range pH6 to pH9.

NRW considers this a breach of permit condition 3.1.1 and a non-compliance score has been applied for each parameter (3No.) breached during Q2 (IR3A-Emissions to water, air or land-C3).

Action 5: Operator to continue reviewing future monitoring results. If elevated parameters are detected in subsequent results, carry out an investigation and report outcome to NRW.

With reference to schedule 5 notifications HAF 395 and HAF397 the operator provided the following information in relation to the recorded breaches:

Ammoniacal Nitrogen

'Ammoniacal-N (in SW1A) is following a similar pattern to previous years and is likely linked with anoxic waters created by decomposing leaf fall which is discussed at length in the 2024 annual report. Therefore, it is very unlikely to be due to any leachate contamination and is more likely to be representative of background conditions.'

In response to Action 6 of the previous CAR (reference CAR_NRW0048680), the operator has monitored and reviewed the ammoniacal nitrogen concentrations at SW1A and confirmed that the concentrations remain below the permitted limit. The Action required the carry out an investigation and report the outcome to NRW if ammoniacal nitrogen remained elevated, however given the recorded concentrations this is not required at this time.

Suspended Soils

'Suspended solids breaches are most likely due to low water levels in summer, or high precipitation events in winter. The ammonia and chloride remain low; therefore, it is very unlikely to be due to any leachate contamination and is more likely to be representative of background conditions'. 'Future monitoring results will be reviewed to see if the elevated concentrations continue'.

The elevated pH was not addressed in a Schedule 5 notification. NRW considers this a breach of permit condition 4.3.1 and a non-compliance score has been applied. (IR4C-Notification - C4).

Action 6: Notify NRW of any permit breaches via a Schedule 5 Notification in accordance with the conditions of the permit.

Particulates

Quarterly monitoring was completed and both monitoring points were within the compliance limits (200mg/m²/day) specified in table S3.12.

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.