

Compliance Assessment Report CAR_NRW0051683

Permit being assessed: MB3190HG.

For: A D Plant, **held by:** Edith Patricia Parry Ltd

At: Warren, Rhos-Y-Meirch, Knighton, Knighton, Powys, LD7 1PE.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 06/05/2026.

Parts of permit assessed: All.

NRW Lead Officer: Malcolm Dines.

Report sent to: Lucy Owen, Technically Competent Manager, on 07/05/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W1A - Waste - Management - General management	C3 Minor	1.1.1
W1A - Waste - Management - General management	C3 Minor	1.1.1(b)
W1A - Waste - Management - General management	Action only (X)	
W3A(2) - Waste - Emissions and monitoring - Emissions to air	Action only (X)	
W3A(2) - Waste - Emissions and monitoring - Emissions to air	Action only (X)	
W3A(2) - Waste - Emissions and monitoring - Emissions to air	Action only (X)	
W3A(2) - Waste - Emissions and monitoring - Emissions to air	Action only (X)	
W4C - Waste - Information - Notification	C3 Minor	4.1.3(b)
W4C - Waste - Information - Notification	C3 Minor	4.3.2
W1A - Waste - Management - General management	Action only (X)	
W4A - Waste - Information - Records	Action only (X)	

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W2C - Waste - Operations - Operating techniques	Action only (X)	
W1A - Waste - Management - General management	Action only (X)	
W2A - Waste - Operations - Permitted activities	Assessed (A)	
W2E - Waste - Operations - Waste acceptance	Assessed (A)	
W4B - Waste - Information - Reporting	Assessed (A)	

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

Total non-compliances recorded	Total non-compliance score
4	16

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
W1A	Update, and submit to Natural Resources Wales for review the section(s) of the management system relating to contingency plans in the event that the Technically Competent Manager and Howard Morgan are unable to fulfil the requirements of their roles	11/06/2026
W1A	Submit all sections of the version of the Environmental Management System in use at the site on 31 march 2026, relating to the following information: <ol style="list-style-type: none"> 1) Evidence you have enough staff to run the site 2) Training and skills requirements for Howard Morgan and Lucy Owen 3) Staff are trained in aspects that can lead to pollution and the measures to be taken to prevent that pollution 4) Evidence staff are trained to deal with accidents 5) Evidence staff are aware of your responsibilities under your permit 6) Operating procedures for machinery at the site and who is qualified and competent to operate that machinery 7) Induction training for site visitors or temporary contractors. 	11/06/2026
W1A	Update and submit to Natural Resources Wales, the document "Warren Farm AD Site Structure Roles and Responsibilities" to ensure that it complies with the requirements of the permit and where roles are specified, staff or contractors are allocated to those roles	11/06/2026

Criteria	Action needed	Complete by
W3A(2)	Investigate this breach of Emission Limit Value for VOCs and submit a report that identifies the cause of the non-compliance and should consider: <ol style="list-style-type: none"> 1) Engine maintenance schedules and engine oil analysis with the aim of identifying potential problems with the operation of engine that may affect the emissions.; 2) Potential impacts due to inlet gas composition.; 3) Condition of internal engine parts such as cylinder heads and seals 4) Engine management system and engine set-up 5) Management of the related landfill gas extraction system for operational problems. 6) Re-testing the emissions to demonstrate compliance 	05/07/2026
W3A(2)	Review the company's current air quality risk assessment using site specific emissions data to determine the Process Contribution. The review should use the Process Contribution in conjunction with the background concentration to determine the Predicted Environmental Concentration and determine whether the non-compliance has resulted in either a short term or long term breach of air quality standards for protecting human health and ecosystems	05/07/2026
W3A(2)	Following the investigation in the breach of the emission limit of VOCs, produce an action plan detailing how the company intends to rectify the non-compliance	05/07/2026
W3A(2)	In the future, for all reports provided to you by a third party, they must ensure that they refer to Natural Resources Wales as the regulator and ensure that the report they are providing reflects Welsh legislation	08/05/2026
W4C	Comply with permit rule at all times	08/05/2026
W4C	Comply with permit rule 4.3.2 at all times	08/05/2026
W1A	Submit all sections of the version of the Environmental Management System in use on 2 March 2026, that relate to Stack Emission Monitoring and Reporting to Natural Resources Wales	11/06/2026
W4A	Submit training records for Howard Morgan, including training for key equipment and plant	11/06/2026
W2C	Submit the records of the auxiliary flare operating hours for 2025, or a written explanation of why these records are not available	11/06/2026
W1A	Submit the records of the amount of methane in the biogas in 2025, or a written explanation of why these records are not available	11/06/2026

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.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

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

This review of data was carried out by Malcolm Dines (Waste Regulation Officer) following the expiration of deadline for compliance with the Regulation 36 Notice dated 17 March 2026 and issued to the company during the compliance visit to the site on 31 March 2026 and which was documented on Compliance Report CAR_NRW0051301, dated 31 March 2026.

Permit Breaches

W1A - General Management - Environmental Management System - Cat 3; Rule 1.1.1

The Company has been given this category 3 breach of permit rule 1.1.1 as the root cause of the failure to comply with the required actions on compliance reports:

CAR_NRW0050131, CAR_NRW0050251 and CAR_NRW0050579, is the lack of adequate contingency plans in the event that the Technically Competent Manager is not able to fulfil the requirements of the role.

Following a discussion with Lucy Owen (Technically Competent manager), Natural Resources Wales are aware that her ability to work since the end of 2025 has been limited due to unrelated personal circumstances. While it is understandable that the personal circumstances of Lucy Owen disrupted the provision of Technical Competence services for the site, the company must have contingency plans in place in the event that the Technically Competent Manager cannot provide adequate cover for the site. The company must also ensure that there is adequate communication between between the company and the Technically Competent Manager and that sufficient competent cover was in place to meet permit obligations.

Howard Morgan is the sole director of the company and also sole site operative, as such there must be contingency plans in place in the event that Mr. Morgan is unable to fulfil his role in relation to the operation of the site and permit, as director of Edith Patricia Parry Ltd, and his role as site operative.

Action: update, and submit to Natural Resources Wales for review the section(s) of the management system relating to contingency plans in the event that the Technically Competent Manager and Howard Morgan are unable to fulfil the requirements of their roles

by 11 June 2026

W1A - General Management - Sufficient Competent Persons and Resources - Cat 3; Rule 1.1.1(b)

The company has been given this category 3 breach of permit rule 1.1.1 because the company is not managing and operating the activities using sufficient competent persons and resources.

Following my compliance visit to the site on 31 March 2026, the document "*Warren Farm AD Site Structure Roles and Responsibilities*" version 4.0, dated 02/05/2026, was submitted to myself on 5 May 2026 by Lucy Owen (Technically Competent Manager), and has been reviewed as part of this compliance work.

This document states that Howard Morgan is the site owner and permit holder. This is incorrect and needs revising as the permit holder is Edith Patricia Parry Ltd.

The sections relating to Compliance Support, Biological Processes and Site Maintenance do not have any staff assigned to them.

The document also states that Howard Morgan is responsible for:

- Ensuring sufficient resources for the establishment and implementation of procedures on site.
- Supplier Agreements
- Feedstock Input and Feed Ration
- Review of outputs
- Activity Procedures and Process Changes
- Management of subcontractors
- Overall Site Responsibility
- Identify necessary competence for personnel
- Daily operations and activities including inputs/feeds
- Daily checks and Readings
- Manage outputs
- Compliance with procedures
- Knowledge and understanding of Environmental Management System

On Compliance Report CAR_NRW0051301, issued following the compliance visit on 31 March 2026, I referenced section 9.11 of the GOV.UK guidance document, "Environmental Permitting: Core Guidance" that states:

"All individuals that make up the technically competent management for any activity must:

- *be in a position to control the day-to-day activities authorised by the permit;*
 - *understand the processes and equipment being used;*
 - *understand the risks to people and the environment and how those risks need to be managed;*
 - *know how to comply with the law and relevant guidance;*
 - *be familiar with the management systems and management structure on site;*
- and*

- *have the authority to make appropriate interventions in the running of the operation."*

It is clear from the document "*Warren Farm AD Site Structure Roles and Responsibilities*" that the Technically Competent Manager is:

- NOT in a position to control the day-to-day activities authorised by the permit;
- does NOT have the authority to make appropriate interventions in the running of the operation

because the only role allocated to Lucy Owen is that of Hazard Analysis and Critical Control Point (HACCP) and Howard Morgan is responsible for controlling the day-to-day activities authorised by the permit.

Mr. Morgan is the only person who is on-site regularly and while he clearly understands and can demonstrate knowledge of how the site processes works, when I discussed management issues with him during the compliance visit on 31 March 2026, it was clear he was not aware of the company's responsibilities under this permit as he didn't have any awareness of permit rules, of the recent significant changes to the ruleset, or requirements of the Environmental Management System.

The Natural Resources Wales guidance document, "*How to Comply with your Environmental Permit*" states that the company is required to have enough trained and competent staff or an appropriate maintenance contract, to manage and operate the site to ensure compliance with the permit. It also sets out what relevant information on staff capability the management system should contain and where the relevant records are held.

Action: submit all sections of the version of the Environmental Management System in use at the site on 31 March 2026, relating to the following information, **by 11 June 2026**

- Evidence you have enough staff to run the site
- Training and skills requirements for Howard Morgan and Lucy Owen
- Staff are trained in aspects that can lead to pollution and the measures to be taken to prevent that pollution
- Evidence staff are trained to deal with accidents
- Evidence staff are aware of your responsibilities under your permit
- Operating procedures for machinery at the site and who is qualified and competent to operate that machinery
- Induction training for site visitors or temporary contractors.

Action: update and submit to Natural Resources Wales, the document "*Warren Farm AD Site Structure Roles and Responsibilities*" to ensure that it complies with the requirements of the permit and where roles are specified, staff or contractors are allocated to those roles **by 11 June 2026**

W3A(2) - Emissions to Air - Action Only; Permit Rule 3.1.2

The Company has been given this Action Only breach of rule 3.1.2 because the Emission Limit Value for VOC's has been breached during the stack emission monitoring undertaken on 4 February 2026.

The measured concentration of VOCs during the sampling was reported as 1771 mg/m³. The Measurement of Uncertainty for VOCs is 40% of the the measured concentration, meaning the assessed concentration is 1062.6 mg/m³, exceeding the Emission Limit value of 1000mg/m³.

Action: Investigate this breach of Emission Limit Value for VOCs and submit a report for this investigation **by 5 July 2026** that identifies the cause of the non-compliance and should consider:

- the engine maintenance schedules and engine oil analysis with the aim of identifying potential problems with the operation of engine that may affect the emissions.;
- potential impacts due to inlet gas composition.;
- the condition of internal engine parts such as cylinder heads and seals
- the engine management system and engine set-up
- the management of the related landfill gas extraction system for operational problems.
- re-testing the emissions to demonstrate compliance

Action: Review the company's current air quality risk assessment using site specific emissions data to determine the Process Contribution. The review should use the Process Contribution in conjunction with the background concentration to determine the Predicted Environmental Concentration and determine whether the non-compliance has resulted in either a short term or long term breach of air quality standards for protecting human health and ecosystems **by 5 July 2026**

Action: Following the investigation in the breach of the emission limit of VOCs, produce an action plan detailing how the company intends to rectify the non-compliance **by 5 July 2026**

The Stack Emission Monitoring report states, "*The sampling location used in this instance has been approved for use by the Environment Agency.*". This is not the case and shows that the monitoring company are using a template report and not ensuring that the report is specific to the regulator of the site.

Action: In the future, for all reports provided to you by a third party, they must ensure that they refer to Natural Resources Wales as the regulator and ensure that the report they are providing reflects Welsh legislation **with immediate effect**

W4C - Notifications - Cat 3 ; Permit Rule 4.1.3(b)

The Company has been given this category 3 breach of permit rule 4.1.3(b) because the company failed to notify Natural Resources Wales of the breach of emission limit for VOCs. Permit rule 4.1.3(b) requires Natural Resources Wales to be notified, "without delay" when a breach of emission limit is identified. it is reasonable to consider that the measured concentration should have been identified at the time of monitoring, as exceeding the emission limit value and site staff informed, and so the company should have notified Natural Resources Wales, "without delay"

Action: ensure you comply with this permit rule at all times, **with immediate effect**

W4C - Notifications - Cat 3 ; Permit Rule 4.3.2

The company has been given this category 3 breach of permit rule 4.3.2 because the company failed to submit written confirmation of the breach of emission limit to Natural Resources Wales within 24 hours. The stack emission monitoring report was issued on 27 February 2026 and no written report was subsequently submitted to Natural Resources Wales. The breach of emission limit was only identified when I reviewed the stack emission monitoring report following its submission to me on 5 May 2026.

Action: ensure you comply with this permit rule at all times, **with immediate effect**

W1A - General Management - Environmental Management System - Action Only; Rule 1.1.1

The company has been given this Action Only breach of permit rule 1.1.1 as the root cause of the failure to notify Natural Resources Wales of the breach of emission limit for VOCs. The root cause of a breach is often a failure to train staff properly, maintain plant or have effective operational procedures and the failure to properly investigate and resolve the root cause of a permit breach could lead to further problems.

Action: submit all sections of the version of the Environmental Management System in use on 2 March 2026, that relate to Stack Emission Monitoring and Reporting to Natural Resources Wales **by 11 June 2026**

W4A - Records - Sufficient Competent Persons and Resources - Action Only; Rule 4.1.1

The company has been given this Action Only breach of permit rule 4.1.1 as further to the breach of Rule 1.1.1(b) regarding the requirement to operate the site with sufficient competent persons and resources that, as Howard Morgan is the only member of staff for the site, there is no evidence that he has received adequate training on how to comply with permit requirements.

Action: submit the following records information from the version of the Environmental Management System in use at the site on 31 March 2026, **by 11 June 2026**

- training records for Howard Morgan, including training for key equipment and plant

W2C - Operating Techniques - Records of Auxiliary Flare Operation - Action Only; Rule 2.4.1

In response to the requirement of the Regulation 36 Notice dated 17 March 2026, to provide records of the number of hours that the auxiliary flare was operated in 2025, Lucy Owen submitted copies of the daily checks spreadsheet for 2025. While these records show that the flare has been checked every day, there is no record of the amount of hours the flare was operating.

In addition the Regulation 36 notice required the submission of records (if available) of the amount of methane in the biogas. These records were not submitted, but neither was any explanation of why, or whether these records were available.

Action: Submit the records of the auxiliary flare operating hours for 2025, or a written explanation of why these records are not available, **by 11 June 2026**

W1A - General Management - Process Records - Action Only; Rule 1.1.1

The Regulation 36 Notice dated 17 March 2026 required the submission of the records of the amount of methane in the biogas in 2025. These were not provided.

Action: Submit the records of the amount of methane in the biogas in 2025, or a written explanation of why these records are not available, **by 11 June 2026**

Other Matters

Regulation 36 Notice

During the compliance visit on 31 March 2026, the company was issued with a Regulation 36 Notice, dated 17 March 2026, requiring the submission of the following by 3 May 2026.

- A copy of your Environment Management System
- Submit a copy of the report for Emissions Monitoring carried out in 2025, or provide confirmation and evidence that emissions monitoring has been booked for the earliest possible date
- Submit your process records for the period 1 January 2025 to 31 December 2025 (inclusive), for the following:
 - Amount of Methane in the Biogas
 - Level of Digestate Ammonia
 - Alkalinity
 - Amount of Volatile Fatty Acids (VFA)
 - Alkalinity:VFA ratio
 - pH
 - Records of Daily/Weekly/Monthly routine checks and maintenance
 - Records of Pressure Relief Valve checks and actuations
 - Records of Auxiliary Flare operating hours

On 5 May 2026, Lucy Owen (Technically Competent Manager) provided details of the electronic Environmental Management System and offered to supply any documents required. Lucy Owen also supplied a copy of the latest Stack Emission Monitoring for the site, undertaken on 4 February 2026, and all required process records other than the amount of methane in the biogas.

Therefore the offer to provide any Environmental Management System documents required is acceptable and, while the Regulation 36 Notice did require the company to provide records of the amount of methane in the biogas, as all other process records were supplied, this will be looked on as a compliance action and it is considered that the company is compliant with the Regulation 36 Notice.

4.4.2 Interpretations

'competent persons and resources' means that a technically competent person accredited to a relevant scheme must attend site and record their attendance, and that all roles and responsibilities are clearly stated in the management systems along with records of operatives' training

'leak detection and repair (LDAR) programme' means a structured approach to reduce

fugitive emissions of organic compounds by detection and subsequent repair or replacement of leaking components. Currently, sniffing (described by EN 15446) and optical gas imaging methods are available for the identification of leaks. As set out in BAT conclusions 14 and 6.6.2 Diffuse emissions of organic compounds to air

Management System and updated permit rules

The latest version of the ruleset for Standard Rules Permit 2012 No.10 has significant changes that require action by the company to ensure that it is complying fully with its permit. I would like to draw your attention to the following rules and remind you that you must operate in accordance with these rules and that your management system must be updated if changes to it are required.

Rule 2.1.2 - The activities shall be undertaken in accordance with best available techniques

Rule 2.4.1 - Operating Techniques

- Operating Technique 6 - The operator shall have a site drainage plan that clearly shows clean and dirty water drainage and detail any discharge points as per Operating Technique 7.
- Operating Technique 7 - Discharges to groundwater or surface watercourses shall consist of clean water only.
- Operating Technique 8 - The operator shall have an inspection, maintenance and repair schedule of the facility's critical infrastructure, including the impermeable surfacing and drainage system and shall implement the same
- Operating Technique 9(b) - The bund or secondary containment area shall be regularly inspected to ensure they are regularly emptied of rainwater
- Operating Technique 14(b) - Gas pressures shall be monitored and recorded
- Operating Technique 14(d) - The operator shall document and undertake a written scheme of inspection and maintenance in line with an industry standard
- Operating Technique 20(b) - Operators shall have procedures and contingency plans in place for digestate management when the ability to move their digestate or compost or the demand for the digestate or compost by end users is reduced
- Operating Technique 21 - Methane leak detection and programmed routine maintenance inspections and repair shall be carried out and a record maintained.

Rule 3.2.4 - The operator will implement a leak detection and repair (LDAR) programme to detect and mitigate release of volatile organic compounds, including methane. The operator shall undertake a minimum of annual inspections and provide a summary report as set out in rule 4.2.1.

Rule - 3.3.2(a) - The operator shall maintain and implement an odour management plan

Rule - 3.7.1 - The operator shall manage and operate the activities in accordance with a written fire prevention plan using the current, relevant fire prevention plan guidance

Rule - 3.7.3 - The operator will undertake a DSEAR assessment and maintain an accident management plan in accordance with rule 1.1.1

Rule - 4.1.3 - The operator must maintain a record of any events of non-compliance and

the measures taken to ensure compliance is restored in the shortest possible time.

Compliance with these rules will be assessed during future compliance work

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

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

Important information

Legal status of this report

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

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

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

To correct non-compliance, we may:

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

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

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

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
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 Waste compliance criteria (used in section 1 and 2):**1. Management**

- W1A – General management
- W1B – Energy Efficiency (MCP/SG facilities only)
- W1C – Avoidance, recovery and disposal of wastes produced by the activities

2. Operations

- W2A – Permitted activities
- W2B – Waste recovery plan
- W2C – Operating techniques
- W2D – The site
- W2E – Waste acceptance
- W2F – Technical requirements
- W2G – Improvement programme
- W2H – Pre-operational conditions

3. Emission and Monitoring

- W3A(1) – Emissions to water
- W3A(2) – Emissions to air
- W3A(3) – Emissions to land
- W3B – Emissions of substances not controlled by emission limits
- W3C – Odour
- W3D – Noise and vibration
- W3E – Monitoring
- W3F – Pests
- W3G – Fire

4. Information

- W4A – Records
- W4B – Reporting
- W4C – 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.

Disputing the Content of this Compliance Assessment Report Form

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

Concerns Not Related to the Content of this Compliance Assessment Report Form

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** enquiries@naturalresourceswales.gov.uk

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** 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.