

Compliance Assessment Report CAR_NRW0052099

Permit being assessed: AB3098ZL.

For: Burton Meadows Farm, **held by:** Paul Billington

At: Burton Meadows Farm, Llyndir Lane, Burton, Rossett, Wrexham, Wrexham, LL12 0AS.

Type of assessment: Site Inspection,

Reason: Incident Response (Incident number 2606126).

On: 08/06/2026 between 10:30 and 13:50.

Parts of permit assessed: See below.

NRW Lead Officer: Libby Hughes, accompanied by Richard Smith, Rebecca Redmond, George Nuttall.

Report sent to: Permit Holder, Permit Holder, on 30/06/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR1E - Installations - Management - Avoidance, recovery and disposal of wastes produced by the activities	C2 Significant	1.4.1(c)
IR2A - Installations - Operations - Permitted activities	C2 Significant	2.1.1
IR2B - Installations - Operations - The site	C3 Minor	2.2.1
IR2C - Installations - Operations - Operating techniques	C2 Significant	2.3.3
IR2C - Installations - Operations - Operating techniques	C2 Significant	2.3.8, 2.3.9
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	Assessed (A)	
IR3B - Installations - Emissions and monitoring - Emissions of substances not controlled by emission limits	C3 Minor	3.2.3
IR3C - Installations - Emissions and monitoring - Odour	C3 Minor	3.3.1
IR3F - Installations - Emissions and monitoring - Pests	C3 Minor	3.6.1

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR1A - Installations - Management - General Management	C2 Significant	1.1.1a, 1.1.2
IR4C - Installations - Information - Notification	C3 Minor	4.3.1b

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

Total non-compliances recorded	Total non-compliance score
10	175

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
IR1E	See Actions 1 and 2 below.	03/09/2026
IR2A	See Actions 3 and 4 below.	14/07/2026
IR2B	See Action 5 below	14/07/2026
IR2C	.	14/07/2026
IR2C	See Action 6 below	24/07/2026
IR3B	See Action 7 below.	14/07/2026
IR3C	see action 8 below	14/07/2026
IR3F	See Action 9 below	14/07/2026
IR1A	See Action 10 below	14/07/2026
IR4C	See Action 11 below.	14/07/2026

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.

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) form has been completed following an unannounced inspection of Burton Meadows Farm intensive pig unit by officers from Natural Resources Wales (NRW) on 8th June 2026. The inspection was conducted following a pollution incident in February 2026 the source of which is suspected to be Burton Meadows Farm and the subsequent issue of two Anti-Pollution Works notices in March 2026 and May 2026.

NRW understands that intensive pig rearing at levels requiring a permit has not been carried out at Burton Meadows Farm since around 2021. However permit conditions remain in place until the permit is Surrendered. Pig rearing continued on the farm until recently at levels considerably below the 2000 pig minimum threshold. Since 2021, some discussions have taken place with the Operator around pre-requirements for permit variation or surrender, but to date NRW has not received any indication from the Permit Holder that any of the pre-required activities have been completed.

On 8th June NRW staff did not observe any live pigs at Burton Meadows Farm. The Permit holder and operator was not present on-site during the inspection, although a family member was present for part of the inspection.

This CAR form assesses the current level of compliance against the permit.

1. (IR1E) Avoidance, recovery and disposal of wastes produced by the activities

Permit condition 1.4.1(c) states: " *Where disposal [of wastes produced by the permitted activities] is necessary, this is undertaken in a manner which minimises its impact on the environment*"

1. a. yoghurt cartons etc

A large pile of plastic pots and cartons believed to have contained milk, cream and yoghurt were observed in Building 3 – see Photo A below.

PHOTO A



While it is understood that the contents may have been utilised as pig feed, there do not appear to have been live pigs at the farm for some time. NRW has previously raised concerns on management of large quantities of plastic on-site, in June 2024 - see CAR form **CAR_NRW0044579**. Photo A also demonstrates that uncontained runoff appears to be coming from the plastic pile.

Action 1: Remove all plastic cartons, and any other wastes directly associated with feeding or keeping of pigs from Burton Meadows Farm by 3rd September 2026. Provide NRW with a complete set of Waste Transfer Notes to show their legal disposal by 10th September 2026.

1. b - storage of carcasses

Several pig carcasses were observed by NRW staff in one of the pig sheds. The carcasses appeared to be in an advanced state of decay, with no evident containment or secure storage of the carcasses. Lack of containment leads to concerns that liquids from the decomposition process may have caused contamination of the underground slurry tanks.

The H1 Environmental Risk Assessment and Management Plan which forms part of the Environmental Management System (EMS) for Burton Meadows Farm states that: "*Carcasses are stored in sealed containers, which meet assurance scheme standards and regularly collected, by a*

registered disposal operator"

It is clear that these operations have not been carried out in accordance with the operator's own management systems, or with permit condition 1.4.1c.

Action 2: Remove all carcasses from site to an approved fallen stock company by the 14th July 2026. Provide NRW with a complete set of Waste Transfer Notes to show their legal disposal by 21st July 2026

Both the on-going presence of large quantities of plastic on-site and lack of containment of the carcasses demonstrates poor compliance with permit condition 1.4.1(c), and has resulted in a category C2 score against Compliance Criteria IR1E above. These nonconformances will also contribute to consolidated scores against compliance criteria IR1A - General Management, IR2A – Permitted Activities; IR3C - Odour and IR3F - pests - see below.

2. (IR2A) Permitted activities

Permit Condition 2.1.1 states: "The operator is only authorised to carry out the activities specified in Schedule 1 table S1.1" - which is shown below for information:

Schedule 1 - Operations

Table S1.1 activities

Activity listed in Schedule 1 of the EP Regulations	Description of specified activity	Limits of specified activity
Section 6.9 A(1)(a)(ii) Rearing of pigs intensively in an installation with more than 2000 places for production pigs (over 30kg)	The rearing of pigs in an installation with a capacity for 4079 production pig places (over 30kg).	From receipt of production pigs (over 30kg), raw materials and fuels onto the site to removal of pigs and associated wastes from site.
Directly Associated Activity		
Drainage collection tank	Collection of dirty yard water/wash down water in underground storage tank	Storage pending removal from site
Storage of pig feeds including liquid feeds.	Above ground feed silos (all contained within bunded areas), and temporary storage of incoming IBC's of pig feed within an on site building.	Storage of pig feeds in 9 storage vessels with a combined capacity of 212m ³ .
Slurry storage.	Storage of slurry in under slatted floor storage tanks	Storage in 5 under floor storage tanks with a combined capacity of 909m ³ .

1. a. Storage of waste not associated with intensive pig production

During the site visit on 8th June 2026 NRW officers observed many piles of a wide variety of different items including piles of what appeared to be a large pile of sugar (**photo D** below), green and blue drums with waste stickers on them (**photo C** below) unbroken pallets of boxes and packages (**photo B** below), bags of sweets etc, all of which were stored within the permitted area; none of which can be associated with the rearing of pigs on a liquid diet. Some of these were stored in building 13, while more was stored uncovered in the yard area. CAR_NRW0044579 asserted NRW's concerns that the operator may be running an illegal waste site from the farm. Observations made during the recent visit have further raised NRW's concerns that this may be the case.

Photo B - Building 13



Photo C



Photo D



Action 3: Remove **all** waste materials from the permitted area by 24th July 2026. Provide NRW

with copies of all waste transfer notes relating to the disposal of these materials by 31st July 2026.

2.b. drainage of yard and management of underground slurry tanks

During the inspection the yard areas at Burton Meadows Farm were observed to be covered with large pools of dirty, foul-smelling liquid in different colours in different areas of the farmyard (for examples see **Photos A, C and E**) It is suspected that the liquid may be coming from several different sources including rainwater not being adequately diverted away from the farmyard, unbunded and poorly maintained tanks, and poor management of the underground tanks.

Photo E



Photo F



NRW understands that Burton Meadows Farm has five underground slurry tanks, with a total combined capacity of 909 m³. Photo E above shows the rear of buildings 3, 4 and 5. One of the underground tanks has a slurry pump-out point within this area, outside Building 4, so it is presumed that the photo above indicates that this tank is at capacity and is overtopping. This indicates poor management of the Directly Associated Activities – drainage collection tanks and the slurry storage.

Concerns have been raised previously by NRW with the operator on several occasions regarding management of surface water and slurry, and the need to keep the two separate to avoid cross-contamination, and to avoid pollution of the ditch behind Burton Meadows Farm - see previous CAR forms **CAR_NRW0042441** dated 05.03.2024, **CAR_NRW0044579** dated 10.07.2024 (which resulted in a C2 score against Compliance Criteria IR2A), and **CAR_NRW0045109** dated 03.09.2024. In December 2024 the operator was served with a Regulation 36 Statutory Enforcement Notice requiring a survey to be carried out of the underground tanks, for a report to be submitted to NRW and any works identified to be rectified, by 31st January 2025. To date, NRW has not received evidence to show that this survey has been carried out.

There is currently an outstanding action from the Anti-Pollution Works Notice dated 28.05.2026 to **INVESTIGATE** the integrity of the underground tanks. This is to be completed by 25.06.2026.

During the site visit on 8th June 2026, a member of the Permit Holder's family admitted to an NRW member of staff that they were aware that at least one of the underground tanks having integrity

issues.

Action 4: If the action above has not already been completed by the date set in the Anti Pollution Works Notice, it **must** be completed by 14th July 2026.

The two issues addressed above demonstrate on-going poor compliance with permit condition 2.1.1. and have resulted in a category C2 score against Compliance Criteria IR2A above. This non-conformance will also contribute to a consolidated score against Compliance Criteria - IR1A - General Management; IR2C - Operating techniques; IR3B - emissions of substances not controlled by emission limits; IR3C - Odour, and IR3F - pests- see below. Root Cause is considered to be poor management and control.

3. (IR2B) The Site

Permit Condition 2.2.1 states: *"The activities shall not extend beyond the site, being the land shown in green on the site plan at schedule 7 to this permit"*

Aerial imagery indicates that the large lagoon has encroached onto the Site. The Operator provided a Slurry Management Plan in August 2024 indicating that "all liquid on all concrete yards is now classed as slurry. All grids go to sump collection tank. Check daily the sump collection tank and Delivery offsite farm or pump into main lagoon" This implies a clear link between the permitted site and the unpermitted lagoon.

The operator has been twice advised previously that a permit variation should be submitted to add the large slurry lagoon into the permitted area (CAR forms **CAR_NRW0034053** dated 9.10.2018 and **CAR_NRW0044579** dated 10.07.2024). A permit variation was submitted to NRW however this was rejected by NRW's Permitting Department in February 2026 due to "a significant amount of missing information".

ACTION 5: The Operator must ensure that activities occurring within the permitted area do not extend outside of the permitted area.

The issue above demonstrates poor compliance with permit condition 2.2.1, which has resulted

in a category C3 score being applied against Compliance Criteria IR2B - The Site.

4. (IR2C) Operating techniques - Slurry management

Permit Condition 2.3.3. states: "*The operator shall maintain and implement a system to record the quantities of solid manure or slurry exported from the installation, as defined on the site plan in schedule 7. The record shall include as a minimum:*

- *the date of export from the site*
- *the quantity exported*
- *details of the receiving site"*

This information has been requested in previous CAR forms – **CAR_NRW0044579** (June 2024) and **CAR_NRW0045109** (September 2024). The Operator was issued with a Regulation 61 Notice in December 2024 and again in August 2025 requesting this information. Failure to provide this information has resulted in non-compliance with the Notice.

This is a breach of permit, as well as a breach of the Water Resources (Control of Agricultural Pollution)(Wales) Regulations 2021.

To reflect the fact that issues have been raised under Permit Condition 2.3.3 previously, which have not been satisfactorily addressed by the operator a Category C2 score has been added against Compliance Criteria IRC2 above. This will also lead to a root cause score against IR1A - Management - permit condition 1.1.2 - see below.

5. (IR2C) Operating techniques - waste acceptance

Permit condition 2.3.8 states: "*Waste shall only be accepted if (a) it is of a type and quantity listed in appendix 2 table S2.2"*

No permitted waste types are listed in table S2.2. Therefore no waste is permitted to be on the site.

Permit condition 2.3.9 states: *"Waste authorised by this permit shall be clearly distinguished from other waste on site"*

The permit allows for pigs to be fed a liquid milk-based diet, and therefore there is no reason for any of the waste seen during the site inspection to be on-site.

Action 6: Do not accept or store any more waste into the permitted area from the date of this CAR form onwards.

Non compliance against permit conditions 2.3.8 and 2.3.9 has resulted in a further Category C2 score being applied against Compliance Criteria IRC2 above.

6. (IR3A(1)) Emissions to Water

NRW was encouraged to see that during this visit there was no evidence of emissions to water originating from within the permitted area.

7. (IR3B) Emissions of substances not controlled by emission limits

Permit condition 3.2.3 states: *"All liquids in containers, whose emission to water or land could cause pollution, shall be provided with secondary containment, unless the operator has used other appropriate measures to prevent, or where that is not practicable, to minimise, leakage and spillage from the primary container"*

The photographs above show that there is no attempt at containment for many of the tanks, or containers observed within the permitted boundary during the site inspection.

Photo G



Photo G above shows the feed silos between buildings 8 and 9. The pale colour on the top and on the adjacent roof, as well as the bunded area around the bottom of the tanks indicates that the silo may have been overfilled, and it is unclear whether there is a proper cover/seal at the top of the silos. While there clearly is bunding for these silos, the bunded area is quite full, leading to a reduction in capacity and risk to the environment.

Non-compliance against permit condition 3.2.3 has led to a category C3 score against Compliance Criteria IR3B. It will also contribute to scores against compliance criteria IR1A - General Management, IR3C - Odour and IR3F - pests - see below.

Action 7: By 14th July 2026 ensure all tanks / wastes with the potential to leak are stored in appropriately bunded areas. Ensure that any overspill is removed promptly and disposed of to an approved Waste facility, to maximise the bunding available. Provide NRW with a complete set of Waste Transfer Notes by 21st July 2026

8. (IR3C) - Odour

Permit condition 3.3.1 states: *"Emissions from the activities shall be free from odour at levels likely to cause pollution outside the site, as perceived by an authorised officer of NRW, unless the operator*

has used appropriate measures, including (an) odour management plan"

Several NRW officers confirmed that odour was noticeable off-site, although it must be acknowledged that other activities being carried out outside the permit boundary but under the control of the same operator were contributing to the odour levels in the vicinity.

The extracts below are taken from the Operator's Odour management Plan, submitted as part of the original permit application.

Feed delivery, storage and distribution	Spilt feed could be odorous as well as attracting vermin and flies	• Liquid by-products are pumped into storage vessels to minimise spills and waste as well as reduce odour • Solid by-products are stored inside the mixing building to minimise odour and meet assurance standards for cleanliness • Any spills are immediately cleared up and floors/ yards are kept clean • Feed is pumped around the unit and into each house and distributed with the minimum waste and spillage
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This report has already demonstrated evidence of spillage of liquids and wastes, around the site the extensive nature of which clearly indicates that they have not been immediately cleared up. The floors and yards were not being kept clean. There was no sign of spill kits or any spill mitigation in place around the site.

Carcass storage	Stored carcasses could give rise to odours	• Carcasses are collected as necessary by a licensed waste business for safe and legal disposal
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This report has already demonstrated that carcasses have not been stored in a way which would control or minimise odour.

Managing slurry in buildings	Managing slurry levels and pumping slurry out of the tanks below the buildings	• Slurry is removed as needed to keep levels in the buildings at least 30cm below the slats, which helps to minimise odour production • Slurry is pumped via a sealed system into a vacuum tanker • Slurry is then removed from the pig unit and stored
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		on an arable farm, where it will be used on the land
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While it is not fully understood what exactly is in the underground tanks, it is clear that they are not being managed in accordance with the odour management plan. **Photo F** above shows the backs of buildings 3, 4 and 5. One of the underground slurry pump-out points is submerged below the pool of grey-black liquid which can be seen in this photo.

These observations clearly demonstrate that the site is not being operated in compliance with the odour management plan.

Action 8: By 14th July bring the site into compliance with the Odour Management Plan.

Non-compliance against permit condition 3.3.1 has led to a category C3 score against Compliance Criteria IR3C.

9. (IR3F) Pests

Permit condition 3.6.1 states: *"The activities shall not give rise to the presence of pests which are likely to cause pollution, hazard or annoyance outside the boundary of the site"*

Rats and flies were observed by several different NRW officers at various different locations around the permitted site, and outside the permit boundary as well. This report has already demonstrated that poor management has created conditions conducive to increases in pests onsite. NRW has not been provided with a copy of a pest management plan for this site.

Permit condition 3.6.2(a) states: *"If notified by NRW, submit to NRW for approval within the period specified, a pests management plan which identifies and minimises risks of pollution, hazard and annoyance from pests"*.

Permit condition 3.6.2(b) states: *"implement the pest management plan, from the date of approval, unless otherwise agreed in writing by NRW"*

Action 9: Prepare a Pest Management Plan for Burton Meadows Farm by 14th July 2026, and implement the plan as soon as it is approved. Submit a copy to NRW by 21st July 2026.

Non-compliance against permit condition 3.6.1 has resulted in a category C3 score against

Compliance Criteria IR3C, and will contribute to the score for IR1A below.

10. (IR1A) General Management

The following excerpt has been copied directly from the permit.

1 Management

1.1 General management

1.1.1 The operator shall manage and operate the activities:

- (a) in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances, closure and those drawn to the attention of the operator as a result of complaints; and
- (b) using sufficient competent persons and resources.

1.1.2 Records demonstrating compliance with condition 1.1.1 shall be maintained.

This report has repeatedly demonstrated significant failings in the management of Burton Meadows Farm. NRW believes that the Root Cause of many of the issues described in this report can be traced back to permit condition 1.1.1(a) - Failure to adhere to management systems.

Section 4 of this report has already indicated that repeated failure of the permit holder to produce paperwork requested by NRW leads NRW to believe that adequate records are not being kept. This indicates a breach of **permit condition 1.1.2** – Records demonstrating compliance with condition 1.1.1 shall be maintained. .

Multiple non-compliances against permit condition 1.1.1(a) and suspected non-compliances against 1.1.2 have resulted in a further consolidated Category C2 non-compliance score being recorded against Compliance Criteria (IR1A) General Management above.

ACTION 10: The operator must take immediate steps to return the site to full compliance through implementation of all the actions set out in this report by the given dates. All paperwork, waste transfer notes etc must be retained, and forwarded to NRW for inspection.

The scale of the non-compliances set out in this report leads NRW to query whether compliance with permit condition 1.1.1b is being demonstrated.

11. IR4C Notification

Permit Condition 4.3.1(b) states: *"In the event of any breach of permit condition the operator must immediately :*

(i) inform Natural Resources Wales

(ii) take the measures necessary to ensure that compliance is restored within the shortest possible time."

The operator failed to notify NRW of any of the non-compliances identified during the visit of 8th June 2026, and detailed in this CAR form. As a consequence a further Category C3 score will be recorded against Compliance Criteria IR4C above.

Action 11: By 14th July 2026 Update the EMS so that NRW will be notified in future of permit non-compliances, using the Schedule 5 Notification form.

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 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(1) – Emissions to water
- IR3A(2) – Emissions to air
- IR3A(3) – Emissions to 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.

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.