

Compliance Assessment Report CAR_NRW0052696

Permit being assessed: ZP3899FX.

For: Merthyr Borough Recycling Centre Ltd-transfer Station, **held by:** Merthyr Borough Recycling Centre Ltd

At: Merthyr Borough Recycling, Dowlais, Merthyr Tydfil, Glamorgan, CF48 2TA.

Type of assessment: Audit,

Reason: Routine.

On: 17/08/2026.

Parts of permit assessed: Assessment of Permit Conditions 1.1.1 and 2.1.1, including Environmental Management System implementation, waste classification controls, technical competence arrangements, drainage management and process effluent controls..

NRW Lead Officer: Craig Coleman.

Report sent to: Nick Brannan , Director, on 17/08/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W4A - Waste - Information - Records	C3 Minor	Permit condition 1.1.1
W1C - Waste - Management - Avoidance, recovery and disposal of wastes produced by the activities	C3 Minor	Permit condition 1.1.1
W1A - Waste - Management - General management	C3 Minor	Permit condition 1.1.1
W1B - Waste - Management - Energy Efficiency (MCP/SG facilities only)	C3 Minor	Permit condition 1.1.1
W3B - Waste - Emissions and monitoring - Emissions of substances not controlled by emission limits	C3 Minor	Permit Condition 2.1.1
W1A - Waste - Management - General management	C3 Minor	Permit condition 1.1.1

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

Total non-compliances recorded	Total non-compliance score
6	24

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
W4A	Provide all documentation requested by NRW in correspondence dated 07 August 2026 or provide a written explanation detailing why any individual record cannot be supplied.	01/09/2026
W1C	Review the site's Environmental Management System and implement appropriate controls to ensure compliance records are maintained, controlled and available for inspection upon request. Provide NRW with details of the measures implemented.	01/09/2026
W1A	Provide NRW with documented waste classification procedures, waste assessment records, WM3 assessments where applicable, sampling and analytical methodologies, and evidence demonstrating how wastes assigned EWC codes 17 01 07, 19 12 09 and 19 12 12 are assessed and classified prior to storage, treatment and removal from site. Ensure these procedures are incorporated within and implemented through the site's Environmental Management System.	01/09/2026
W1B	Provide NRW with evidence of the site's current technically competent management arrangements, including details of the current Technically Competent Manager, evidence of Continuing Competence, and any associated competence documentation relied upon to demonstrate compliance with technical competence requirements.	01/09/2026
W3B	Provide NRW with copies of the latest correspondence with Dŵr Cymru Welsh Water regarding proposed sewer connection arrangements, together with a copy of any Trade Effluent Consent currently in force, or documentation confirming the status of any application where consent has not yet been issued. Provide any supporting documentation demonstrating how site drainage and process effluent emissions are controlled and managed in accordance with Environmental Permit EPR/ZP3899FX, including details of drainage infrastructure, discharge control measures, drainage plans, procedures and operating techniques relied upon by the operator.	01/09/2026
W1A	Provide NRW with evidence that suitable storage arrangements are available for pressurised containers identified within incoming waste loads, including: • photographs of the storage facility; • details of the procedures for segregation, storage and removal of pressurised containers from site; and • any supporting documentation demonstrating	01/09/2026

Criteria	Action needed	Complete by
	implementation of the control measures described within the site's Environmental Management System.	

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

CAR Form

This compliance assessment report has been produced as a desk-based review conducted on 17 August 2026 in response to non-provision of documentation requested by letter dated 07 August 2026.

On 27 May 2025, a site inspection was undertaken at Merthyr Borough Recycling Centre Ltd (CAR_NRW0048446), which identified three Category 3 non-compliances. Six actions were required by 17 June 2025. As part of this desk-based review, NRW has assessed whether those actions have been completed and has also undertaken a wider pre-site audit to prepare for a forthcoming inspection.

Summary

This desk-based assessment has identified six Category 3 (C3) non-compliances, generating a total compliance score of 24 points.

The breaches identified relate to:

- Failure to maintain and make available records required to demonstrate compliance with permit requirements and operating techniques (W4A – Records).
- Failure to effectively implement the Environmental Management System to ensure compliance records are maintained, controlled and available for inspection (W1A – General Management).
- Failure to demonstrate the implementation of suitable waste classification and assessment procedures, including the classification of wastes removed from site under EWC codes 17 01 07, 19 12 09 and 19 12 12 (W1A – General Management).
- Failure to demonstrate that appropriate technically competent management arrangements are in place and being maintained for the permitted facility (W1A – General Management).
- Failure to provide information requested by NRW to demonstrate that site drainage, sewer connection arrangements and process effluent controls are being managed in accordance with the permit and associated operating techniques, preventing NRW from verifying compliance with the site's discharge control arrangements (W3B – Emissions of Substances Not Controlled by Emission Limits).
- Failure to implement and demonstrate appropriate management system controls for the handling and storage of pressurised containers accepted at the facility (W1A – General Management).

Collectively, these non-compliances indicate deficiencies in the implementation of the site's Environmental Management System and NRW has been unable to verify compliance across a number of key operational controls, including waste classification, technical competence, drainage management, record keeping and the storage of potentially hazardous waste streams.

The operator's failure to provide the requested compliance information by the specified deadline has prevented NRW from verifying compliance with several permit requirements and operating techniques incorporated within Environmental Permit EPR/ZP3899FX.

Pre-site Audit Request (07 August 2026)

On 07 August 2026, NRW wrote to the operator requesting the following documentation to enable a desk-based compliance audit in advance of a site inspection:

1. Copies of latest correspondence with Dŵr Cymru Welsh Water (DCWW) regarding sewer connection arrangements.
2. Copy of Trade Effluent Consent or documentation confirming application status.
3. Evidence of current Technical Competence arrangements including TCM details and competence documentation.
4. Waste classification methodologies and procedures for EWC codes 17 01 07, 19 12 12, 19 12 09.
5. Waste assessment records and WM3 assessments.
6. Laboratory analysis and testing results.
7. Sampling methodologies and frequencies.
8. Summary of consignments removed under these EWC codes in the previous 12 months (dates, quantities, receiving facilities).

The deadline for provision of all requested documentation was Friday 14 August 2026.

At the time of this assessment (17 August 2026), the operator has not provided the requested documentation.

Breaches Identified

W4A Records - Category 3 (C3) Breach

Permit condition 1.1.1 states:

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

Table S1.2 of the permit incorporates a number of operating techniques and management procedures into the permit, including waste pre-acceptance procedures, waste storage and handling procedures, fire prevention arrangements and other documented systems relied upon to demonstrate compliance with the permit.

We have issued a Category 3 (C3) breach under W4A - Records because records and supporting documentation requested by NRW were not provided by the required date.

On 07 August 2026 NRW requested documentation to support a desk-based compliance audit and enable assessment of compliance with Environmental Permit EPR/ZP3899FX. The information requested included documentation relating to technical competence arrangements, waste classification methodologies, waste assessment records, WM3 assessments, laboratory analysis results, sampling methodologies, drainage and trade effluent arrangements, and records relating to waste removed from site under EWC codes 17 01 07, 19 12 09 and 19 12 12.

The requested records are necessary to demonstrate implementation of the management system and operating techniques incorporated into the permit. At the time of this assessment on 17 August 2026, the operator had failed to provide the requested information. As a result, NRW has been unable to verify compliance with permit requirements relating to waste acceptance, waste classification, technical competence arrangements and site operating controls.

The failure to maintain records in a manner that enables them to be produced to the regulator when reasonably requested constitutes a breach of Permit Condition 1.1.1 and has therefore been recorded under

W4A - Records.

Compliance Justification

The reasonably foreseeable environmental impact of this breach is considered to be minor. No direct pollution or environmental harm has been identified during this assessment. However, the absence of records prevents NRW from verifying compliance with permit requirements and operating techniques, including waste classification, waste acceptance and environmental control procedures. A Category 3 (C3) score has therefore been assigned.

Action

Provide all documentation requested by NRW in correspondence dated 07 August 2026 or provide a written explanation detailing why any individual record cannot be supplied.

W1A General Management - Category 3 (C3) Breach**Permit condition 1.1.1 states:**

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

We have issued a Category 3 (C3) breach under W1A - General Management because the operator has failed to provide information requested by NRW to demonstrate that the site's Environmental Management System (EMS) is being effectively implemented.

On 07 August 2026 NRW requested compliance documentation relating to multiple areas of the site's operation, including technical competence arrangements, waste classification procedures, waste assessment records, laboratory testing, sampling methodologies, drainage controls and waste consignment information. The requested information was required to enable NRW to assess compliance with Environmental Permit EPR/ZP3899FX and the operating techniques incorporated within the permit. At the time of this assessment on 17 August 2026, the information requested had not been provided.

The failure to provide compliance critical documentation across several operational areas indicates that the management system is not being effectively implemented to ensure that records are maintained, controlled and readily available for regulatory inspection. NRW considers this failure to be a management system deficiency rather than an isolated administrative oversight.

This breach is considered to be the root cause of the associated W4A Records breach, as the operator has failed to provide information requested by NRW to demonstrate that appropriate management controls are in place to maintain and retrieve records necessary to show compliance with permit requirements. This constitutes a breach of Permit Condition 1.1.1.

Compliance Justification

The reasonably foreseeable environmental impact of this breach is considered to be minor. No direct pollution or environmental harm has been identified during this assessment. However, effective environmental management systems are fundamental to ensuring compliance with permit requirements. Failure to implement management controls relating to record retention, document control and compliance assurance increases the risk of future non-compliance and reduces the operator's ability to identify and manage environmental risks. A Category 3 (C3) score has therefore been assigned.

Action

Review the site's Environmental Management System and implement appropriate controls to ensure compliance records are maintained, controlled and available for inspection upon request. Provide NRW with details of the measures implemented.

**W1A General Management (Waste Classification and Classification of Mechanical Treatment Outputs)
- Category 3 (C3) Breach****Permit condition 1.1.1 states:**

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

Table S1.2 of the permit incorporates the site's Waste Pre-Acceptance Procedure and Waste Storage and Handling Procedure as operating techniques. These operating techniques form part of the permit and must be implemented by the operator.

We have issued a Category 3 (C3) breach under W1A - General Management because the operator has failed to provide information requested by NRW to demonstrate that adequate waste classification and waste assessment procedures are being implemented for wastes accepted, treated and removed from the facility. On 07 August 2026 NRW requested waste classification procedures, waste assessment records, WM3 assessments, sampling methodologies, laboratory analytical data and records relating to wastes managed under EWC codes 17 01 07, 19 12 09 and 19 12 12. At the time of this assessment, the requested information had not been provided. As a result, NRW has been unable to verify the methodology used by the operator to classify these waste streams or demonstrate that appropriate waste assessment procedures are being implemented.

Particular concern relates to wastes classified under EWC codes 19 12 09 (minerals) and 19 12 12 (other wastes including mixtures of materials from the mechanical treatment of waste). These codes are derived from waste treatment activities and should only be assigned following appropriate characterisation of the outputs produced by the treatment process. The operator has not provided evidence demonstrating how waste treatment outputs are assessed, sampled, classified and assigned these codes prior to onward transfer. NRW is therefore unable to verify that waste outputs generated from sorting, screening, crushing, shredding or other permitted mechanical treatment activities are being correctly classified before removal from site.

In addition, NRW requested documentation supporting the classification of waste assigned EWC code 17 01 07. No information has been provided to demonstrate the assessment methodology, sampling regime or supporting evidence used to determine the correct classification of this waste stream. NRW is therefore unable to verify that waste acceptance and classification procedures required by the permit are being effectively implemented.

Waste classification is a fundamental control measure within the site's Environmental Management System and is necessary to ensure that waste is accepted, stored, treated, described and transferred appropriately. The failure to demonstrate implementation of suitable classification and assessment procedures constitutes a breach of Permit Condition 1.1.1.

Compliance Justification

The reasonably foreseeable environmental impact of this breach is considered to be minor. NRW has not identified evidence during this assessment that waste has been incorrectly classified or removed under inappropriate EWC codes. However, the failure to demonstrate adequate classification and assessment controls creates a foreseeable risk that wastes may be incorrectly described following treatment, resulting in inappropriate storage, transfer or recovery/disposal. A Category 3 (C3) score has therefore been assigned.

Action

Provide NRW with documented waste classification procedures, waste assessment records, WM3 assessments where applicable, sampling and analytical methodologies, and evidence demonstrating how wastes assigned EWC codes 17 01 07, 19 12 09 and 19 12 12 are assessed and classified prior to storage,

treatment and removal from site. Ensure these procedures are incorporated within and implemented through the site's Environmental Management System.

W1A General Management (Technical Competence) - Category 3 (C3) Breach

Permit condition 1.1.1 states:

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

We have issued a Category 3 (C3) breach under W1A - General Management because the operator has failed to provide information requested by NRW to demonstrate that appropriate technically competent management arrangements are in place and being maintained for the permitted facility.

During a site inspection undertaken on 27 May 2025 (CAR_NRW0048446), NRW identified that the site's Technically Competent Manager (TCM) Continuing Competence certification had expired during 2024. An action was issued requiring the operator to provide evidence that the Continuing Competence requirement had been addressed by 17 June 2025.

As part of a desk-based compliance audit undertaken on 17 August 2026, NRW requested evidence of the site's current technical competence arrangements, including details of the nominated TCM and supporting competence documentation. At the time of this assessment, no information had been provided. Consequently, NRW has been unable to verify that the site is being operated under suitable technically competent management arrangements and the operator has failed to demonstrate completion of the action issued under CAR_NRW0048446.

Technical competence is a fundamental component of an effective environmental management system and is necessary to ensure that waste acceptance, classification, storage, treatment and transfer activities are undertaken in accordance with permit requirements. The operator's failure to demonstrate that appropriate technical competence arrangements are in place represents a failure to effectively implement the management system required by Permit Condition 1.1.1 and therefore constitutes a breach of that condition.

Compliance Justification

The reasonably foreseeable environmental impact of this breach is considered to be minor. No direct pollution or environmental harm has been identified during this assessment. However, failure to maintain and demonstrate technically competent management increases the risk of non-compliance across a range of permitted activities, including waste acceptance, waste classification, storage and treatment operations. A Category 3 (C3) score has therefore been assigned.

Action

Provide NRW with evidence of the site's current technically competent management arrangements, including details of the current Technically Competent Manager, evidence of Continuing Competence, and any associated competence documentation relied upon to demonstrate compliance with technical competence requirements.

W3B Emissions of Substances Not Controlled by Emission Limits - Category 3 (C3) Breach

Permit Condition 2.1.1 states that the activities shall operate within the limits detailed in Table S1.1 of the permit.

Table S1.1 requires that site drainage and process effluent are managed through the approved drainage system serving the facility. The permit further specifies that discharges to sewer shall comprise only those emissions described within the permit and associated operating techniques.

We have issued a Category 3 (C3) breach under W3B - Emissions of Substances Not Controlled by Emission

Limits because the operator has failed to provide information requested by NRW to demonstrate that emissions from the site's drainage system are being appropriately controlled and managed in accordance with the permit.

As part of a desk-based compliance audit undertaken on 17 August 2026, NRW requested copies of current correspondence with Dŵr Cymru Welsh Water relating to sewer connection arrangements, together with a copy of any Trade Effluent Consent or supporting documentation demonstrating the status of the site's discharge arrangements. This information was requested to enable NRW to verify that the site's drainage and process effluent management arrangements remain consistent with those described within the permit.

At the time of this assessment, the requested information had not been provided. Consequently, NRW has been unable to verify that the site's drainage infrastructure, sewer connection arrangements and process effluent controls are being managed in accordance with the requirements and operating techniques incorporated within Environmental Permit EPR/ZP3899FX.

The operator's failure to provide information necessary to demonstrate effective control of site drainage and process effluent emissions prevents NRW from verifying compliance with the permit and therefore constitutes a breach under W3B - Emissions of Substances Not Controlled by Emission Limits.

Compliance Justification

The reasonably foreseeable environmental impact of this breach is considered to be minor. NRW has not identified any evidence of pollution or an unauthorised discharge during this assessment. However, the operator has failed to provide information requested by NRW to demonstrate that emissions from the site's drainage and process effluent systems are appropriately controlled and managed in accordance with the permit. This creates a foreseeable risk that emissions may not be adequately controlled, with the potential to impact the sewer network and receiving environment. A Category 3 (C3) score has therefore been assigned.

Action

Provide NRW with copies of the latest correspondence with Dŵr Cymru Welsh Water regarding proposed sewer connection arrangements, together with a copy of any Trade Effluent Consent currently in force, or documentation confirming the status of any application where consent has not yet been issued. Provide any supporting documentation demonstrating how site drainage and process effluent emissions are controlled and managed in accordance with Environmental Permit EPR/ZP3899FX, including details of drainage infrastructure, discharge control measures, drainage plans, procedures and operating techniques relied upon by the operator.

W1A General Management (Pressurised Container Storage Controls) - Category 3 (C3) Breach

Permit condition 1.1.1 states:

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

We have issued a Category 3 (C3) breach under W1A - General Management because the operator has failed to provide information requested by NRW to demonstrate that appropriate management system controls are in place and being implemented for the handling and storage of pressurised containers received at the facility.

During a site inspection undertaken on 27 May 2025 (CAR_NRW0048446), NRW identified that no designated storage cage was available on site for the safe storage of pressurised containers, including gas cylinders and aerosols identified within incoming waste loads. An action was issued requiring the operator to ensure that suitable storage arrangements were available on site by 17 June 2025.

The site's Environmental Management System states that waste gas cylinders identified within incoming deliveries will be moved to a free-venting cage or container for safe storage pending removal from site. As part of the desk-based compliance audit undertaken on 17 August 2026, NRW requested information to demonstrate that the actions arising from CAR_NRW0048446 had been completed and that appropriate storage arrangements were available. At the time of this assessment, no evidence had been provided. NRW is therefore unable to verify that the control measures specified within the management system have been implemented and are being maintained.

Pressurised containers require specific handling and storage arrangements to minimise the risk of damage, leakage, fire, explosion and the release of potentially polluting substances. The operator has failed to provide information requested by NRW to demonstrate that the management system control identified for the safe storage of these wastes has been implemented. This constitutes a breach of Permit Condition 1.1.1.

Compliance Justification

The reasonably foreseeable environmental impact of this breach is considered to be minor. NRW has not identified evidence of pollution, fire or an environmental incident associated with pressurised containers during this assessment. However, failure to provide and implement appropriate storage controls for pressurised containers increases the risk of damage, loss of containment, fire or explosion should such wastes be received and handled on site. A Category 3 (C3) score has therefore been assigned.

Action

Provide NRW with evidence that suitable storage arrangements are available for pressurised containers identified within incoming waste loads, including:

- photographs of the storage facility;
- details of the procedures for segregation, storage and removal of pressurised containers from site; and
- any supporting documentation demonstrating implementation of the control measures described within the site's Environmental Management System.

Further Regulatory Action

NRW requested information from the operator on 07 August 2026 to enable assessment of compliance with Environmental Permit EPR/ZP3899FX. As the requested information had not been provided by the time of this assessment, NRW remains unable to verify compliance with a number of permit requirements and operating techniques.

A Notice Requiring Information under Regulation 61(1) of the Environmental Permitting (England and Wales) Regulations 2016 accompanies this Compliance Assessment Report. The notice specifies the information required and requires the information to be provided to NRW by 1 September 2026.

Failure to comply with the requirements of the Regulation 61 Notice, without reasonable excuse, is an offence under the Environmental Permitting (England and Wales) Regulations 2016 and may result in further regulatory or legal action being considered by NRW.

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.