

Compliance Assessment Report CAR_NRW0052712

Permit being assessed: XP3833UB.

For: East Bank Road Facility, **held by:** G D Environmental Services Ltd

At: Unit 18a East Bank Road, Felnex Industrial Estate, Newport, South Wales, NP19 4PP.

Type of assessment: Site Inspection,

Reason: Routine.

On: 18/08/2026 between 10:00 and 12:30.

Parts of permit assessed: See comments section.

NRW Lead Officer: David Thomson, accompanied by Guy Baskerville.

Report sent to: Redacted, HR & Compliance Manager, on 11/09/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR3B - Installations - Emissions and monitoring - Emissions of substances not controlled by emission limits	C3 Minor	3.2.3
IR1A - Installations - Management - General Management	C3 Minor	1.1.1(a)

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

Total non-compliances recorded	Total non-compliance score
2	8

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
IR3B	The operator shall: ☐ Undertake an assessment of the secondary containment bund surrounding tanks B to H and implement appropriate measures to render the bund impermeable to the liquids contained within the area and capable of preventing the escape of liquid contaminants to the environment in the event of a leak or spillage from the tanks contained within the bund	28/01/2027

Criteria	Action needed	Complete by
	area. ☐ Provide NRW with a written report detailing the remedial work undertaken ☐ Submit an independent third party assessment from a suitably qualified person or body (e.g. Certified Quality Auditor) confirming that the secondary containment bund surrounding tanks B to H complies with CIRIA 736 requirements.	
IR1A	The operator shall develop, document and implement a risk-based inspection and preventative maintenance programme for all secondary containment infrastructure associated with the storage, transfer and treatment of potentially polluting liquids and wastes. As a minimum, the programme shall: ☐ Identify all secondary containment infrastructure, including bunds, tanks, pipework, sumps, drainage systems, containment kerbs, impermeable surfaces and associated pollution prevention infrastructure. ☐ Define inspection frequencies based on risk, condition, age, criticality and pollution potential. ☐ Identify routine inspections to be undertaken by trained site personnel. ☐ Develop written inspection procedures and checklists for site personnel undertaking inspections. These procedures shall detail inspection criteria, defect classification, reporting arrangements, escalation requirements where defects, deterioration or loss of integrity are identified and record-keeping expectations. ☐ Identify periodic integrity assessments to be undertaken by suitably qualified and competent person, with relevant knowledge and experience of containment systems. ☐ Establish preventative maintenance requirements. ☐ Ensure that all inspections, defects, maintenance activities and corrective actions are recorded and retained as part of the sites management system (as required by permit condition 1.1.2). ☐ Include a process for reviewing and updating the programme following incidents, equipment failures or significant changes to site operations	28/01/2027

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.

At this time, we do not intend to take any further action.

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

4. Details of our assessment

ASSESSMENT SUMMARY

The inspection identified two non-compliance issues:

- The first non-compliance relates to permit condition 3.2.3. The bund wall surrounding tanks B to H is constructed from unlined concrete masonry blocks, and open construction joints were identified between concrete floor slabs. Both of these features provide pathways for polluting liquids to escape in the event of a leak or spillage. CCS score – C3.
- The second non-compliance relates to permit condition 1.1.1(a). The operator's existing inspection arrangements do not identify all secondary containment infrastructure or provide sufficiently detailed inspection criteria, written procedures and preventative maintenance arrangements to demonstrate that pollution risks are being effectively managed. CCS score – C3.

The inspection also identified several examples of good environmental management. General housekeeping standards were excellent, operational concrete surfaces and the bund surrounding Tank A were in good condition, spill response equipment was readily available, and no evidence of spillages, staining, residues or pooled liquids was observed in the areas inspected.

ASSESSMENT DETAILS

This Compliance Assessment Report (CAR) is a record of Natural Resources Wales' (hereafter NRW) announced site inspection at G.D. Environmental Services Limited (hereafter the operator) in Felnex Industrial Estate, Newport on 18 August 2026.

The inspection focused on the containment and storage of potentially polluting liquids and waste materials stored on site. In particular, the condition, integrity and suitability of secondary containment were assessed, together with the associated inspection and preventative maintenance arrangements.

In addition, the inspection provided the first opportunity for the Industry Regulation Officer responsible for regulating this site to meet the operator's management team and gain an understanding of site operations and activities.

It should be noted that the officer previously responsible for regulating this site retired in late 2024 and due to the operators good permit compliance record, NRW decided to defer routine site inspections until a new designated site officer was appointed. This was explained to the operator during the last site inspection on 23 May 2024. Details of this discussion are recorded in Compliance Assessment Report CAR_NRW0044449.

The operator provided a comprehensive site walk through, covering processes related to the storage and treatment of non-hazardous and hazardous waste and waste oil. At the time of inspection, the waste operation for treating street cleaning residues was not in operation.

Site Inspection Attendees

Natural Resources Wales

David Thomson – Senior Officer, Industry Regulation

Guy Baskerville – South-East Industry Regulation Lead Specialist

G. D. Environmental Services Limited

REDACTED – HR & Compliance Manager

REDACTED – Operations Manager

REDACTED – Site Manager

REDACTED – Hazardous Waste Manager

Assessment Structure

COMPLIANCE CRITERIA (e.g., IR4B, IR3A and IR4C)

- (a) Permit Condition
- (b) Compliance Assessment
- (c) Consolidation of Non-Compliance Score
- (d) Root Cause Analysis (when applicable)

ADVICE AND GUIDANCE

ACTION TRACKER

IR3B – EMISSIONS AND MONITORING – EMISSIONS OF SUBSTANCES NOT CONTROLLED BY EMISSION LIMITS**(a) Permit Condition**

Environmental 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.

(b) Compliance Assessment

During the site inspection, NRW noted that the secondary containment bund wall surrounding hazardous and non-hazardous waste tanks B to H (see list below) is constructed from concrete masonry blocks / breeze blocks (see Figure 1).

- B – Reception Tank
- C – Activated Sludge Treatment Tank
- D – Secondary Settlement Tank
- E – Storage Tank
- F – Waste Oil Tank
- G – Septic Primary Settlement Screening Tank
- H – Tilt Plate Separator Tank

Concrete masonry blocks are inherently porous unless protected by a suitable impermeable lining, coating or engineered barrier. At the time of inspection, no such lining, coating or barrier was evident on the bund walls. NRW therefore considers the bund ineffective secondary containment as it is unlikely to prevent the escape of polluting liquids to the environment in the event of a leak or spillage from the tanks contained within the bund area.

Figure 1 – A section of the unlined breeze block bund wall behind reception tank B.



In addition, inside this bund, it appeared that the construction joint between the concrete floor slabs adjacent to tanks D, E, F and G were unsealed and open, providing a potential pathway for spilled liquid contaminants to migrate beneath the concrete floor, leading to soil and/or water pollution (see Figure 2).

Figure 2 – LHS: Unsealed and open construction joints between concrete floor slabs adjacent to tanks D, E, F and G. RHS: A close up of the unsealed construction joint highlighted by the red line.



Consequently, both of the observations described represent non-compliance with condition 3.2.3 of the environmental permit.

Compliance Classification Scheme (CCS): As a result of this non-compliance with permit condition 3.2.3, a CCS score [C3] has been recorded against compliance criteria IR3B – EMISSIONS AND MONITORING – EMISSIONS OF SUBSTANCES NOT CONTROLLED BY EMISSION LIMITS.

Justification: A C3 score has been levied as it is reasonably foreseeable that inadequate secondary containment will have a minor impact or effect on the environment.

Action: The operator shall:

Undertake an assessment of the secondary containment bund surrounding tanks B to H and implement appropriate measures to render the bund impermeable to the liquids contained within the area and capable of preventing the escape of liquid contaminants to the environment in the event of a leak or spillage from the tanks contained within the bund area.

Provide NRW with a written report detailing the remedial work undertaken.

Submit an independent third party assessment from a suitably qualified person or body (e.g. Certified Quality Auditor) confirming that the secondary containment bund surrounding tanks B to H complies with CIRIA 736 requirements.

Albeit, NRW also noted several examples of good environmental management and housekeeping practices during the site inspection, including:

- The concrete bund wall surrounding tank A (reception settlement tank) was observed to be in excellent condition and free from visible signs of deterioration or damage (see Figure 3).
- Concrete surfaces throughout the operational areas of the site were generally in excellent condition, with no defects or deterioration observed (see Figure 4).
- The concrete floor falls appeared to be appropriately designed and maintained, ensuring that rainfall dependant surface water effectively drains towards the surface water drainage system.
- No evidence of spillages, staining or residues was observed within the inspected areas.
- Multiple spill response kits were strategically located throughout the facility and were readily accessible in the event of an accidental release.
- General housekeeping standards across the site were observed to be excellent.

Figure 3 – A section of the concrete bund surrounding reception settlement tank A.



Figure 4 – Concrete floor area near both reception pits. The concrete surface was in excellent condition with no evidence of spillage, staining, residues or pooled liquids.



(c) Consolidation of Non-Compliance Scores

Consolidation of CCS scores is not required.

(d) Root Cause Analysis

NA

IR1A – MANAGEMENT – GENERAL MANAGEMENT**(a) Permit Condition**

Environmental permit condition 1.1.1 states:

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 that arise from operations, maintenance, accidents, incidents, non-compliances, closure and those drawn to the attention of the operator as a results of complains; and

(b) using sufficient competent persons and resources.

(b) Compliance Assessment

During office based discussions regarding inspection and maintenance schedules for secondary containment infrastructure, the operator shared a daily site inspection checklist with NRW (see Figure 5).

Figure 5 – Daily Inspection Checklist

Week Starting	dd/mm/yyyy						
Site inspection	M	Tu	W	Th	F	Sa	Su
ID Board & Entrance	☐	☐	☐	☐	☐	☐	☐
Security Gate & Fencing	☐	☐	☐	☐	☐	☐	☐
Noise Levels	☐	☐	☐	☐	☐	☐	☐
Odour	☐	☐	☐	☐	☐	☐	☐
Dust	☐	☐	☐	☐	☐	☐	☐
Litter	☐	☐	☐	☐	☐	☐	☐
Pests/Vermin	☐	☐	☐	☐	☐	☐	☐
Fires	☐	☐	☐	☐	☐	☐	☐
Spillages	☐	☐	☐	☐	☐	☐	☐
Tanks & Bunds	☐	☐	☐	☐	☐	☐	☐
Storage of Batteries	☐	☐	☐	☐	☐	☐	☐
Storage of Hazardous Waste	☐	☐	☐	☐	☐	☐	☐
Storage of Tyres	☐	☐	☐	☐	☐	☐	☐
Storage of Undepolluted ELV's	☐	☐	☐	☐	☐	☐	☐
Storage of Non-Hazardous Waste	☐	☐	☐	☐	☐	☐	☐
Storage of Skips	☐	☐	☐	☐	☐	☐	☐
Surface Cracks/Potholes	☐	☐	☐	☐	☐	☐	☐
Ponding of Surface Water	☐	☐	☐	☐	☐	☐	☐
Drainage	☐	☐	☐	☐	☐	☐	☐
Interceptor	☐	☐	☐	☐	☐	☐	☐
First Aid Kits (weekly check)	☐	☐	☐	☐	☐	☐	☐
Fire Extinguishers (weekly check)	☐	☐	☐	☐	☐	☐	☐
Spill Kits (weekly check)	☐	☐	☐	☐	☐	☐	☐
Completed by							

While the checklist includes references to tanks & bunds, drainage and interceptor, it does not identify all secondary containment infrastructure or define the inspection criteria to be assessed. The operator also confirmed that inspections are limited to non-intrusive visual checks of external surfaces and that there are no written inspection guidelines for site personnel undertaking inspections.

Given the nature of the permitted activities and the storage and treatment of hazardous wastes and potentially polluting liquids at the facility, NRW considers the current inspection arrangements insufficient to demonstrate that secondary containment infrastructure is being effectively monitored and maintained to minimise the risk of pollution.

Consequently, this represents non-compliance with permit Condition 1.1.1(a).

Compliance Classification Scheme: As a result of this non-compliance with permit condition 1.1.1(a), a CCS score [C3] has been recorded against compliance criteria IR1A – MANAGEMENT – GENERAL MANAGEMENT.

Justification: A C3 score has been levied as it is reasonably foreseeable that an inadequate inspection and preventative maintenance programme may lead to failure of secondary containment infrastructure which will have a minor impact or effect on the environment.

Action: The operator shall develop, document and implement a risk-based inspection and preventative maintenance programme for all secondary containment infrastructure associated with the storage, transfer and treatment of potentially polluting liquids and wastes.

As a minimum, the programme shall:

- Identify all secondary containment infrastructure, including bunds, tanks, pipework, sumps, drainage systems, containment kerbs, impermeable surfaces and associated pollution prevention infrastructure.
- Define inspection frequencies based on risk, condition, age, criticality and pollution potential.
- Identify routine inspections to be undertaken by trained site personnel.
- Develop written inspection procedures and checklists for site personnel undertaking inspections. These procedures shall detail inspection criteria, defect classification, reporting arrangements, escalation requirements where defects, deterioration or loss of integrity are identified and record-keeping expectations.
- Identify periodic integrity assessments to be undertaken by suitably qualified and competent person, with relevant knowledge and experience of containment systems.
- Establish preventative maintenance requirements.
- Ensure that all inspections, defects, maintenance activities and corrective actions are recorded and retained as part of the sites management system (as required by permit condition 1.1.2).
- Include a process for reviewing and updating the programme following incidents, equipment failures or significant changes to site operations.

(c) Consolidation of Non-Compliance Scores

Consolidation of CCS scores is not required.

(d) Root Cause Analysis

NA

IR1A – MANAGEMENT – GENERAL MANAGEMENT

(a) Permit Condition

Environmental permit condition 1.1.4 states:

The operator shall comply with the requirements of an approved competence scheme

(b) Compliance Assessment

Following the site inspection, the operator provided NRW with a copy of the Continuing Competence Certificate from The Chartered Institute of Wastes Management for the Technically Competent Manager (TCM) who was present during the site inspection.

The certificate demonstrates that the TCM is competent in hazardous and non-hazardous waste treatment and transfer activities. The certificate remains current until 06 November 2027 and represents compliance with condition 1.1.4 of the environmental permit.

Compliance Classification Scheme (CCS): There are no occurrences of non-compliance with permit condition 1.1.4.

Justification: NA

Action: No action required

(c) Consolidation of Non-Compliance Scores

Consolidation of CCS scores is not required.

(d) Root Cause Analysis

NA

ADVICE AND GUIDANCE

Climate Change Risk Assessment and Adaptation Plan

NRW acknowledged receipt of the Climate Change Risk Assessment (CCRA) sent by the operator via email on 29 September 2025. This was within the required submission date of the Regulation 61 Notice.

The operator acknowledged receipt of the Regulation 61 Notice sent on 19 June 2026, requiring the submission of a Climate Change Adaptation Plan based on the findings of the CCRA by 01 April 2027.

Total Metal Concentration or Dissolved Metal Concentration

During office based discussions, the operator asked NRW if the parameter limits specified in Table S3.2 of the environmental permit (i.e., point source emissions to sewer) relate to dissolved metal concentration or total metal concentration.

Consequently, following a review of the Waste Treatment BREF, the operator was informed via email on 20 August 2026, that the parameter limits specified in Table S3.2 relate to total metal concentration, rather than dissolved metal concentration. The below extract (see Figure 6) from the Waste Treatment BREF was provided to the operator for reference

Figure 6 – Extract from the Waste Treatment BREF. Page 750 of the Waste Treatment BREF defines the relevant metal parameters as including all inorganic and organic compounds of the metal that are dissolved or bound to particles.

TABLE S3.2: POINT SOURCE EMISSIONS TO SEWER	
Pollutants/parameters	
AOX	Adsorbable organically bound halogens, expressed as Cl, include adsorbable organically bound chlorine, bromine and iodine.
Arsenic	Arsenic, expressed as As, includes all inorganic and organic arsenic compounds, dissolved or bound to particles.
BOD	Biochemical oxygen demand. Amount of oxygen needed for the biochemical oxidation of organic and/or inorganic matter in five (BOD ₅) or in seven (BOD ₇) days.
Cadmium	Cadmium, expressed as Cd, includes all inorganic and organic cadmium compounds, dissolved or bound to particles.
CFCs	Chlorofluorocarbons: VOCs consisting of carbon, chlorine and fluorine.
Chromium	Chromium, expressed as Cr, includes all inorganic and organic chromium compounds, dissolved or bound to particles.
Hexavalent chromium	Hexavalent chromium, expressed as Cr(VI), includes all chromium compounds where the chromium is in the oxidation state +6.
COD	Chemical oxygen demand. Amount of oxygen needed for the total chemical oxidation of the organic matter to carbon dioxide. COD is an indicator for the mass concentration of organic compounds.
Copper	Copper, expressed as Cu, includes all inorganic and organic copper compounds, dissolved or bound to particles.
Cyanide	Free cyanide, expressed as CN.
Dust	Total particulate matter (in air).
HOI	Hydrocarbon oil index. The sum of compounds extractable with a hydrocarbon solvent (including long-chain or branched aliphatic, alicyclic, aromatic or alkyl-substituted aromatic hydrocarbons).
HCl	All inorganic gaseous chlorine compounds, expressed as HCl.
HF	All inorganic gaseous fluorine compounds, expressed as HF.
H ₂ S	Hydrogen sulphide. Carbonyl sulphide and mercaptans are not included.
Lead	Lead, expressed as Pb, includes all inorganic and organic lead compounds, dissolved or bound to particles.
Mercury	Mercury, expressed as Hg, includes elementary mercury and all inorganic and organic mercury compounds, gaseous, dissolved or bound to particles.
NH ₃	Ammonia

ACTION TRACKER

Criteria	Action needed	Complete by	Status
IR3E	<i>The operator shall undertake a review of the emissions monitoring programme and verify that all parameters specified in Schedule 3 Table S3.2 are being analysed in accordance with the permit requirements.</i>	28 October 2026	Ongoing
IR3E	<i>The operator shall review and, where necessary, revise its written management system and emissions monitoring procedures to ensure that permit monitoring requirements are correctly implemented and verified by third-party laboratories responsible for emissions monitoring.</i>	28 October 2026	Ongoing

Note – It is the operator's responsibility to notify NRW when the above action(s) are completed and to provide sufficient evidence to demonstrate that the required measures have been implemented.

Failure to complete actions within the agreed timescales, without prior communication or agreement with NRW, may result in continued or repeat non-compliance being recorded and scored against the relevant permit condition(s). This may also lead to further regulatory action where appropriate.

[END]

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.