Compliance Assessment Report CAR_NRW0052951

Permit being assessed: SP3531SK.

For: Gwent Waste Management Centre NRW/EPR/SP3531SK/V007, **held by:** Tradebe Gwent Limited

At: Gwent Waste Management Centre Corporation Road, Corporation Road, Newport, NP19 4RD.

Type of assessment: Report/Data Review,

Reason: Routine.

On: 15/09/2026.

Parts of permit assessed: See comments section.

NRW Lead Officer: David Thomson.

Report sent to: Redacted, Site Manager, on 15/09/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR4B - Installations - Information - Reporting	Assessed (A)	
IR3A(2) - Installations - Emissions and monitoring - Emissions to air	Assessed (A)	
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	C3 Minor	3.1.2 (Q1 - AOX)
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	C3 Minor	3.1.2 (Q2 - AOX)
IR3A(1) - Installations - Emissions and monitoring - Emissions to water	C3 Minor	3.1.2 (Q2 - Cu)
IR4C - Installations - Information - Notification	C4 No impact	4.3.2(b) and 4.3.3 (Q1)
IR4C - Installations - Information - Notification	C4 No impact	4.3.2(b) and 4.3.3 (Q2)

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

Total non-compliances recorded	Total non-compliance score
5	12.2

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
IR3A(1)	No action required	Already completed
IR3A(1)	No action required	Already completed
IR3A(1)	The operator shall undertake measures to prevent the reoccurrence of a Cu exceedance and/or measures to rectify, limit or prevent any pollution of the environment, as identified by the investigation and presented in the Part B Notification.	Already completed
IR4C	The operator shall submit future schedule 5 Part A (b) notifications to NRW within 24 hours of detecting a permitted limit exceedance.	Already completed
IR4C	The operator shall submit future schedule 5 Part A (b) notifications to NRW within 24 hours of detecting a permitted limit exceedance.	Already completed

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

Reporting (IR4B): Monitoring returns for emissions to air and sewer were submitted within the required timescales and in the correct format. No non-compliances were identified.

Emissions to Air (IR3A(2)): All monitored air emissions complied with permit limits and no non-compliances were recorded.

Emissions to Sewer (IR3A(1)): Multiple AOX emission limit exceedances were identified during Q1 and Q2 2026, resulting in two consolidated C3 non-compliance scores. A further C3 score was recorded for a Cu exceedance in June 2026.

Notifications (IR4C): Several Schedule 5 notifications relating to AOX exceedances were submitted outside the required timescales, resulting in one C4 score for Q1 and one consolidated C4 score for Q2.

ASSESSMENT DETAILS

This Compliance Assessment Report (CAR) is a record of Natural Resources Wales' (hereafter NRW) assessment of Tradebe Gwent Limited's (hereafter the operator) 6-monthly 2026 (January to June) reporting forms for emissions to air and sewer against the relevant environmental permit conditions for reporting,

emissions & monitoring and notifications.

Reporting forms and notifications submitted by the operator during the reporting period January to June 2026

Reference 1: H1 EPR-SP3531SK_Form_Air1 – 01.01.2026-30.06.2026 Public Register.docx (14 May 2026)
Reference 2: H1 Sewer – SP3531SK – 01.01.26-30.06.26 R.docx (22 July 2026)
Reference 3: *Schedule 5 – Notification – AOX January 2026 – GWMC – 1.pdf* (25 March 2026)
Reference 4: *Schedule 5 – Notification – AOX February 2026 – GWMC.pdf* (08 April 2026)
Reference 5: *Schedule 5 – Notification – AOX March 2026 – GWMC.pdf* (08 April 2026)
Reference 6: *Schedule 5 – Notification – AOX April 2026 – GWMC.pdf* (18 May 2026)
Reference 7: *Schedule 5 – Notification – AOX May 2026 – GWMC.pdf* (01 July 2026)
Reference 8: *Schedule 5 – Notification – AOX June 2026 – GWMC.pdf* (22 July 2026)
Reference 9: *Schedule 5 – Notification – Cu June 2026 – GWMC.pdf* (12 June 2026)

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)

IR4B – INFORMATION – REPORTING

(a) Permit Condition

Environmental permit condition 4.2.3 of the environmental permit states:

> *Within 28 days of the end of the reporting period the operator shall, unless otherwise agreed in writing by Natural Resources Wales, submit reports of the monitoring and assessment carried out in accordance with the conditions of this permit, as follows:*
>
> *(a) in respect of the parameters and emission points specified in Schedule 4(b) Table S4.1;*
>
> *(b) for the reporting periods specified in Schedule 4(b) Table S4.1 and using the forms specified in Schedule 4(b) Table S4.4; and*
>
> *(c) giving the information from such results and assessments as may be required by the forms specified in those tables.*

Table S4.1 of Schedule 4(b) to the environmental permit is partially reproduced below.

Table S4.1 Reporting of monitoring data			
Parameter	**Emission or monitoring point/reference**	**Reporting period**	**Period begins**
Emissions to air parameters as required by condition 3.5.1	A1, A2, A3	Every 6 months	1 January
Emissions to sewer parameters as required by condition 3.5.1	S1	Every 6 months	1 January

Table S4.4 of Schedule 4(b) to the environmental permit is partially reproduced below.

Table S4.4 Reporting forms		
Media/parameter	**Reporting format**	**Date of form**
Sewer	Form sewer 1 or other form as agreed in writing by Natural Resources Wales	17/08/2022
Air	Form Air 1 or other form as agreed in writing by Natural Resources Wales	17/08/2022

(b) Compliance Assessment

Emissions to Air – A1

1. The operator submitted monitoring results for emissions to air by email on 14 May 2026 (see reference 1). This is within the 28-day reporting window, demonstrating compliance with the reporting requirements of the environmental permit.
2. The operator submitted monitoring results using the *Air 1* reporting form specified in Table S4.4 of Schedule 4(b), demonstrating compliance with the reporting requirements of the environmental permit.
3. The operator submitted monitoring results for the reporting period specified in Table S4.1 of Schedule 4(b), demonstrating compliance with the reporting requirements of the environmental permit.
4. The operator submitted monitoring results for all the parameters and emission points specified in Table S4.1 of Schedule 4(b), demonstrating compliance with the reporting requirements of the environmental permit.

   Note: there are no monitoring parameters set for emission points A2 and A3.

***Compliance Classification Scheme (CCS)**: There are no incidents of non-compliance with permit condition 4.2.3.*

***Justification**: NA*

***Action**: No action required*

Emissions to Sewer – S1

1. The operator submitted monitoring results for emissions to sewer by email on 22 July 2026 (see reference 2). This is within the 28-day reporting window, demonstrating compliance with the reporting requirements of the environmental permit.
2. The operator submitted monitoring results using the *sewer 1* reporting form specified in Table S4.4 of Schedule 4(b), demonstrating compliance with the reporting requirements of the environmental permit.
3. The operator submitted monitoring results for the reporting period specified in Table S4.1 of Schedule 4(b), demonstrating compliance with the reporting requirements of the environmental permit.
4. The operator submitted monitoring results for all the parameters and emission points specified in Table S4.1 of Schedule 4(b), demonstrating compliance with the reporting requirements of the environmental permit

***Compliance Classification Scheme (CCS)**: There are no incidents of non-compliance with permit condition 4.2.3.*

***Justification**: NA*

***Action**: No action required*

(c) Consolidation of Non-Compliance Scores

Consolidation of CCS scores is not required.

(d) Root Cause Analysis

NA

IR3A(2) – EMISSIONS AND MONITORING – EMISSIONS TO AIR

(a) Permit Condition

Environmental permit condition 3.1.2 states:

The limits given in schedule 3 shall not be exceeded.

Table S3.1 of Schedule 3(b) to the environmental permit is partially reproduced below. **Note**: there are no monitoring parameters set for emission points A2 and A3.

Table S3.1 Point source emissions to air – emission limits and monitoring requirements						
Emission point ref. & location	**Source**	**Parameter**	**Limit (including unit)**	**Reference period**	**Monitoring frequency**	**Monitoring standard or method**
A1	Process building stack from wet scrubber abatement system	Hydrogen Chloride (HCL)	5mg/Nm^3	None set	Once every 6 months	EN 1911
		Total Volatile Organic Compounds (TVOC)	20mg/Nm^3	None set	Once every 6 months	EN 12619
		Ammonia (NH_3)	No limit set	None	Once every 6 months	No EN standard available

(b) Compliance Assessment

Emissions to Air – A1

The monitoring results for emissions to air demonstrate that all measured parameters were within the permitted emission limits which represents compliance with the emissions and monitoring requirements of the environmental permit (see reference 1).

***Compliance Classification Scheme (CCS)**: There are no incidents of non-compliance with permit condition 3.1.2*

***Justification**: NA*

***Action**: No action required*

(c) Consolidation of Non-Compliance Scores

Consolidation of CCS scores is not required

(d) Root Cause Analysis

NA

IR3A(1) – EMISSIONS AND MONITORING – EMISSIONS TO WATER

(a) Permit Condition

Environmental permit condition 3.1.2 states:

The limits given in schedule 3 shall not be exceeded.

Table S3.3 of Schedule 3(b) to the environmental permit is partially reproduced below.

Table S3.3 Point source emissions to sewer – emission limits and monitoring requirements						
Emission point ref. & location	Source	**Parameter**	**Limit (including unit)**	**Reference period**	**Monitoring frequency**	**Monitoring standard or method**
S1	Treatment plant within process buildling	Adsorbable Organically Bound Halogens (AOX)	1mg/l	None set	Once every day	EN ISO 9562

		Copper (Cu)	0.5mg/l	None set	Once every day	Various EN standards available (e.g., EN ISO 11885, EN ISO 17294-2, EN ISO 15586)

Note: Compliance Assessment Report CAR_NRW0044532, issued on 13 June 2024, reduced the monitoring frequency requirements for emissions to sewer compared to those stated in schedule 3(b) table S3.3 (e.g., monthly monitoring instead of daily for AOX). However, subsequent report CAR_NRW0050600, issued on 23 February 2026, included an action for the operator to carry out a 4-week assessment to determine the daily scale and variability of AOX concentrations in effluent discharged from emissions point S1.

NRW acknowledges receipt of the daily AOX monitoring results submitted by the operator on 17 July 2026. Once these results are reviewed, NRW will advise the operator on future AOX monitoring and reporting requirements via a separate CAR form.

(b) Compliance Assessment

Emissions to Sewer – S1

Emission Limit Exceedance – Adsorbable Organically Bound Halogens (AOX)

The monitoring results in reporting form *sewer 1* shows that the AOX concentration on 10 February 2026 was 41.5mg/l (see reference 2). This is an exceedance of the permitted emission limit, demonstrating non-compliance with the emissions and monitoring requirements of the environmental permit.

***Compliance Classification Scheme (CCS)**: As a result of this non-compliance with permit condition 3.1.2, a CCS score [C3] has been recorded against compliance sub-criteria IR3A (1) – Emissions & Monitoring – Emissions to Water.*

***Justification**: A C3 score has been levied as it is reasonably foreseeable that an exceedance of the permitted emission limit for AOX will have a minor impact or effect on the environment.*

***Action**: No action.*

Note: The operator has previously been actioned to submit a voluntary compliance plan outlining measures to prevent further AOX limit exceedances (see CAR_NRW0050601 for details). NRW acknowledges receipt of a voluntary compliance plan submitted by the operator on 13 August 2026. Once reviewed, NRW will provide feedback to the operator via a separate CAR form.

The AOX result of 41.5mg/l was the maximum value recorded during the reporting period January to June 2026. However, the operator also notified NRW of AOX limit exceedances in January and March, April, May and June 2026 (see AOX monitoring results table).

AOX Monitoring Results 2026

Month	Monitor Date	AOX (mg/l)
January	13 January 2026	8.01
February	10 February 2026	41.5
March	10 March 2026	28.2
April	10 April 2026	1.66
May	25 May 2026	1.96
June	16 June 2026	4.14

In accordance with Operational Guidance Note 113 (OGN113), six-monthly monitoring returns are assessed as if they were submitted quarterly. This means that separate CCS scores can be applied to AOX limit exceedances in Q1 2026 (January to March) and Q2 2026 (April to June). Consequently, a second consolidated CCS score will be levied for the Q2 AOX limit exceedances.

***Compliance Classification Scheme (CCS)**: As a result of this non-compliance with permit condition 3.1.2, a CCS score [C3] has been recorded against compliance sub-criteria IR3A (1) – Emissions & Monitoring – Emissions to Water.*

***Justification**: A C3 score has been levied as it is reasonably foreseeable that an exceedance of the permitted emission limit for AOX will have a minor impact or effect on the environment.*

***Action**: No action.*

Emission Limit Exceedance – Copper (Cu)
The monitoring results in reporting form *sewer 1* shows that the Cu concentration on 11 June 2026 was 0.64mg/l (see reference 2). This is an exceedance of the permitted emission limit, demonstrating non-compliance with the emissions and monitoring requirements of the environmental permit.

***Compliance Classification Scheme (CCS)**: As a result of this non-compliance with permit condition 3.1.2, a CCS score [C3] has been recorded against compliance sub-criteria IR3A (1) – Emissions & Monitoring – Emissions to Water.*

***Justification**: A C3 score has been levied as it is reasonably foreseeable that an exceedance of the permitted emission limit for Cu will have a minor impact or effect on the environment.*

***Action**: The operator shall undertake measures to prevent the reoccurrence of a Cu exceedance and/or measures to rectify, limit or prevent any pollution of the environment, as identified by the investigation and presented in the Part B Notification.*

(c) Consolidation of Non-Compliance Scores
CCS scores for AOX limit exceedances in January, February and March have been consolidated into a single non-compliance score for Q1 in accordance with OGN113.

CCS scores for AOX limit exceedances in April, May and June have been consolidated into a single non-compliance score for Q2 in accordance with OGN113.

(d) Root Cause Analysis
The underlying cause of the recurring AOX emission limit exceedances has not yet been established. However, NRW acknowledges that the operator has completed a 4 week daily AOX monitoring assessment and submitted a voluntary compliance plan.

NRW will review the monitoring assessment and compliance plan and provide feedback on any findings and proposed control measures for preventing future AOX limit exceedances via a separate CAR form

IR4C – INFORMATION – NOTIFICATION
(a) Permit Condition
Environmental permit condition 4.3.2 (b)(i) states:

(b) in the event of a breach of any permit condition the operator must immediately
(i) inform Natural Resources Wales

Furthermore, condition 4.3.3 of the environmental permit states:

Any information provided under condition 4.3.2(a)(i) or 4.3.2(b)(i) where the information relates to the breach of a limit specified in the permit, shall be confirmed by sending the information listed in schedule 5 to this permit within the time period specified in that schedule.

***Note** – a schedule 5 Part A (b) should be submitted to NRW within 24 hours of detecting a permit condition breach.*

(b) Compliance Assessment

Emissions to Air – A1

The operator did not breach any permit conditions relating to the monitoring and reporting of emissions to air, demonstrating compliance with the environmental permit.

***Compliance Classification Scheme**: There are no incidents of non-compliance with permit conditions 4.3.2(b)(i) and 4.3.3.*

***Action**: No action required*

Emissions to Sewer – S1

Schedule 5 Part A notifications received from the operator during the reporting period January to June 2026.

Month	Parameter	Detection Date	Notification Date	NRW Immediately Notified
January	AOX (1)	20 March 2026	25 March 2026	N
February	AOX (2)	08 April 2026	08 April 2026	Y
March	AOX (3)	08 April 2026	08 April 2026	Y
April	AOX (4)	18 May 2026	18 May 2026	Y
May	AOX (5)	26 June 2026	01 July 2026	N
June	Cu (6)	12 June 2026	12 June 2026	Y
	AOX (7)	02 July 2026	22 July 2026	N

AOX (1)

The operator notified NRW of an exceedance of the permitted emission limit for AOX on 25 March 2026. The exceedance of the permitted emission limit was detected on 20 March 2026. The operator failed to notify NRW within 24 hours of detection which represents non-compliance with the notification requirements of the environmental permit.

***Compliance Classification Scheme**: As a result of this non-compliance with permit conditions 4.3.2(b)(i) and 4.3.3, a CCS score [C4] has been recorded against compliance sub-criteria IR4C – Information – Notification.*

***Justification**: A C4 score has been levied as it is reasonably foreseeable that the late submission of a schedule 5 part A (b) notification will not have any impact on the environment.*

***Action**: The operator shall submit future schedule 5 Part A (b) notifications to NRW within 24 hours of detecting a permitted limit exceedance.*

AOX (2)

The operator notified NRW of an exceedance of the permitted emission limit for AOX on 08 April 2026. The exceedance of the permitted emission limit was detected on 08 April 2026. The operator notified NRW within 24 hours of detection which represents compliance with the notification requirements of the environmental permit.

AOX (3)
The operator notified NRW of an exceedance of the permitted emission limit for AOX on 08 April 2026. The exceedance of the permitted emission limit was detected on 08 April 2026. The operator notified NRW within 24 hours of detection which represents compliance with the notification requirements of the environmental permit.

AOX (4)
The operator notified NRW of an exceedance of the permitted emission limit for AOX on 18 May 2026. The exceedance of the permitted emission limit was detected on 18 May 2026. The operator notified NRW within 24 hours of detection which represents compliance with the notification requirements of the environmental permit.

AOX (5)
The operator notified NRW of an exceedance of the permitted emission limit for AOX on 01 July 2026. The exceedance of the permitted emission limit was detected on 26 June 2026. The operator failed to notify NRW within 24 hours of detection which represents non-compliance with notification requirements of the the environmental permit.

***Compliance Classification Scheme**: As a result of this non-compliance with permit conditions 4.3.2(b)(i) and 4.3.3, a CCS score [C4] has been recorded against compliance sub-criteria IR4C – Information – Notification.*

***Justification**: A C4 score has been levied as it is reasonably foreseeable that the late submission of a schedule 5 part A (b) notification will not have any impact on the environment.*

***Action**: As per previous action.*

Cu (6)
The operator notified NRW of an exceedance of the permitted emission limit for AOX on 12 June 2026. The exceedance of the permitted emission limit was detected on 12 June 2026. The operator notified NRW within 24 hours of detection which represents compliance with the notification requirements of the environmental permit.

AOX (7)
The operator notified NRW of an exceedance of the permitted emission limit for AOX on 22 July 2026. The exceedance of the permitted emission limit was detected on 02 July 2026. The operator failed to notify NRW within 24 hours of detection which represents non-compliance with the notification requirements of the environmental permit.

***Compliance Classification Scheme**: As a result of this non-compliance with permit conditions 4.3.2(b)(i) and 4.3.3, a CCS score [C4] has been recorded against compliance sub-criteria IR4C – Information – Notification.*

***Justification**: A C4 score has been levied as it is reasonably foreseeable that the late submission of a schedule 5 part A (b) notification will not have any impact on the environment.*

***Action**: As per previous action.*

(c) Consolidation of Non-Compliance Scores
Consolidation of CCS scores is not required for notifications submitted during Q1 2026.

CCS scores for the late notification of AOX limit exceedances in May and June have been consolidated into a single non-compliance score for the reporting period April to June (Q2) in accordance with OGN113.

(d) Root Cause Analysis

NA

[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.