Compliance Assessment Report CAR_NRW0052483

Permit being assessed: BW9999IG.

For: Chirk Particleboard Factory, **held by:** Kronospan Ltd

At: Chirk Particleboard Holyhead Road , Chirk, Wrexham, Clwyd, LL14 5NT.

Type of assessment: Site Inspection,

Reason: Routine.

On: 26/06/2026 between 10:00 and 15:50.

Parts of permit assessed: Various.

NRW Lead Officer: Stuart Ross, accompanied by Philip Harper.

Report sent to: Chris Emery, Director, on 22/09/2026.

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

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR1A - Installations - Management - General Management	C3 Minor	1.1
IR1A - Installations - Management - General Management	C3 Minor	1.1
IR1A - Installations - Management - General Management	C3 Minor	1.1
IR3A(2) - Installations - Emissions and monitoring - Emissions to air	Assessed (A)	

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

Total non-compliances recorded	Total non-compliance score
3	12

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
IR1A	Action 1 – Kronospan shall implement a planned preventative maintenance system for WESP 32's wet scrubbing system to ensure its reliable operation and for the purposes of optimising abatement and minimising emissions. This shall be	30/11/2026

Criteria	Action needed	Complete by
	implemented by 30/11/26.	
IR1A	Action 2 – In consultation with suitably qualified persons, Kronospan shall determine and implement a monitoring and management strategy for WESP32 scrubbing liquor to ensure the performance of the WESP is optimised for the abatement of emissions. A report shall be submitted to NRW by 30/10/26 to demonstrate that his action has been met.	30/10/2026
IR1A	Action 3 – Kronospan shall ensure all persons who have roles and responsibilities associated with the current version of procedure KC/EHS/PRO/045 shall have access to, and receive suitable training in its contents. This must be completed by 02/10/26 and training material and records maintained and made available for NRW inspection.	02/10/2026

Compliance criteria codes are listed in the 'Important information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

You are non-compliant with your permit.

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

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

4. Details of our assessment

This Compliance Assessment Report has been written following a planned site visit at Kronospan on 26 June 2026 to inspect the operation and maintenance of WESP 32. The inspection was completed by NRW Officers Stuart Ross and Phil Harper, who met with a number of Kronospan employees. This included the Operations Director, Production Director, Environmental Manager, Senior Electrical Engineer and Boiler Technician. Also present was Kronospan's consultant.

1. Background & Permitting History

WESP 32 is a Wet Electrostatic Precipitator that is assigned emission point reference A28 in the current Environmental Permit.

The WESP, also known as a SEKA, was manufactured by Scheuch GmbH and installed at Kronospan in the early 2000's to replace the previous abatement system known as the 'Hydro Air'.

WESP 32 originally served two directly-heated particle board drum dryers known as Bab Dryer 2 and 3, these were decommissioned in 2019 following the commissioning of dryer 4 and WESP 21.

WESP 32 treated the dryer exhaust gases by utilising liquid scrubbing to knock out larger particles and volatile organic compounds (VOCs), followed by an electrostatic precipitator (ESP) that charges and captures particulate matter.

In 2018, WESP 32 experienced an electrical fire damaging a transformer and cable work – Kronospan reported that the damage was repaired and the WESP continued to operate as a fully functional abatement unit before being decommissioned in 2019.

Reducting Press Abatement to WESP 32

Emissions from the MDF 1 & 2 and particle board presses are extracted using local exhaust ventilation and treated in hydro cyclone emissions abatement systems located within the press hall. Treated emissions from the hydro cyclones were historically released to atmosphere via a short stack on the press hall roof known as emission point A31.

It is understood that in 2016, and under the regulation of Wrexham County Borough Council, Kronospan were granted permission to install a duct from the hydro cyclone system (emission point A32) to transfer emissions to WESP 32.

The objective was to use WESP 32's significantly higher 65.5m stack and high-velocity thermal air currents from the Bab dryers to disperse emissions more effectively. Following the decommissioning of the Bab dryers, WESP 32 was used as a stack without the wet and ESP stages. Emissions from the presses continued to be scrubbed at the hydro cyclones.

A permit consolidation exercise was completed by NRW between 2018 and 2022 to bring NRW in as the sole environmental regulator for the site. In completing this process NRW conducted a BAT review of the installation's activities, culminating in the issue of permit variation V008 in October 2022. This included atmospheric air dispersion modelling of emissions from WESP 32 and the application of legally binding Emission Limit Values (ELVs).

Re-ducting Emission Points A5 & A6 to WESP 32

In 2023, Kronospan submitted a permit variation application for the re-ducting of emissions from the resin reactors and paper impregnation lines (existing emission points A5 and A6) to WESP 32. These emission points were abated by localised 'NAIRB' wet scrubbing units.

Dispersion modelling was completed and reviewed by NRW, the volumetric flow rate and emissions were calculated based on the emissions from A28 (hydro cyclone press abatement) combined with those from sources A5 and A6.

In their application Kronospan stated that *"The WESP 32 is not currently operated as a wet scrubber; however, acts as a higher (65.5 m) dispersion point for the release of emissions from the press abatement system. Kronospan is proposing to operate the WESP 32 as a scrubber to provide abatement of emission from the resin reactors and paper impregnation lines. Operating WESP 32 as a scrubber will also provide secondary abatement to the emissions from the press abatement system".*

The variation (V010) was granted in September 2023 and included two Improvement Conditions (ICs), IC54 and IC55. In summary IC54 required Kronospan to provide NRW with a commissioning plan for WESP 32 for approval, and IC55 required Kronospan to provide a report to confirm

commissioning was completed in accordance with the approved plan, plus a demonstration of its performance and procedures relating to the shutdown of the WESP.

The IC responses were received as required and marked as complete by NRW. As part of the commissioning process Kronospan completed enhanced emissions monitoring of WESP 32 and the data showed that emissions were compliant.

2. Routine Emissions Monitoring

WESP 32 is subject to routine in triplicate quarterly extractive emissions monitoring conducted by an MCERTs accredited test laboratory. The monitoring requirements are set out in Schedule 3 of the Environmental Permit to meet the requirements of the BAT Conclusions for the production of wood based panels.

As part of this inspection NRW reviewed WESP 32 emissions data compliance since permit variation V010 was issued, the data show that emissions have been 100% compliant with their respective ELVs.

3. Inspection – WESP 32 Operation

Process exhaust gases from the press hall hydro cyclones, resin reactors and paper impregnation lines enter the 1st stage of the WESP that acts as a quench and knocks out a proportion of the particulate matter. Any resultant sludge is collected in the cone and sedimentation tank before being removed from the system. Sludge volumes are reportedly low owing to the low dust loading present in the current waste gas streams.

Make up water is stored in a buffer tank and scrubbing liquor levels are maintained within the system to compensate for evaporative losses.

Waste gas then passes through a wet scrubbing stage where it contacts the scrubbing liquor which is applied via spray nozzles, this further removes particulate matter and any soluble compounds.

The next stage ordinarily involves the waste gas passing though the ESP stage where any remaining particulate matter is removed.

During the inspection it was determined that the wet scrubbing stages of WESP 32 are operational but the ESP's High Voltage (HV) system is not, and that this has been the situation since the recommissioning of the WESP in 2023.

This finding was contrary to NRWs understanding, as Kronospan's responses to improvement conditions IC54 and IC55 associated with the recommissioning of the WESP strongly indicated that the WESP was to be fully recommissioned, including the HV field.

This issue was subject to significant technical discussion during the inspection and it was agreed that Kronospan should write to NRW to provide a technical explanation as to why the HV system (ESP) has not been operational and to provide an explanation as why the IC54 and IC55 responses indicated that the WESP would be fully recommissioned.

A letter was received from Kronospan 10/07/26 and included a technical memorandum prepared by CeATec Engineering GmbH who are Kronospan's maintenance contractor for WESP 32.

CeATec and Kronospan provided the following explanation as to why the HV field is not energised:

- *"WESP32 is electrically and mechanically sound and has not been physically altered since the particleboard dryers were decommissioned. The HV field is switched off not because of any fault, but because the process conditions the field was designed for no longer exist".*

- *"When the dryers operated, gas reached the WESP inlet at around 65 °C after the first quench stage. Today, with the dryers decommissioned, the measured inlet temperature is only 20–35 °C – a drop of 30–45 °C – and the gas is persistently at or near 100% relative humidity".*

- *"Corona onset and breakdown voltages depend on the density and temperature of the gas passing through the unit (Peek's law); they are not fixed properties of the WESP shell or electrodes. Colder, denser, saturated gas materially increases surface moisture and conductivity on insulators and bushings, and Kronospan has observed this directly as arcing and short-circuiting when the HV transformers are switched on under current conditions".*

- *"The dryer-derived aerosol (wood resin, VOC condensate and fine wood dust) that the corona field was tuned to capture is no longer present in the gas stream. Energising the HV field under these conditions would therefore be expected to increase leakage current and the risk of electrical flashover and equipment damage, without any corresponding improvement in particulate or aerosol capture. On that engineering basis, keeping the field de-energised while the unit performs its current wet-abatement duty is the responsible operating decision".*

In the same letter Kronospan state that they believe aspects of correspondence associated with IC54 and IC55 *"have been open to misinterpretation"* and that "*we understand that NRW has read the 2023 submissions – in particular the IC54 Commissioning Plan, which listed "HV" among the elements of the recommissioning of WESP32 as a fully functioning abatement process, and the IC55 Commissioning Report of 30 November 2023, which referred to WESP32 being "fully operational" as indicating that the electrostatic field would be continuously energised in normal operation."*

" We accept that, read in isolation, those references could reasonably be understood in that way, and we regret that the position was not made clearer at the time".

The intended meaning, however, was as follows:

- *"The reference to "HV" in the IC54 commissioning plan related to the verification of the high-voltage system as part of the recommissioning works, not to a commitment that the field would be continuously energised under the new duty."*

- *"The description of WESP32 as "fully operational" in the IC55 report referred to the unit performing its abatement duty for the newly connected resin and paper impregnation streams – quench and rinse water circulation, spray decks, fans and water treatment – which is the mechanism by which those gases are abated in the unit's current configuration."*

- *"The IC55 report's statement that the "high voltage assets are on the preventative maintenance list" reflects the fact that the HV system is retained, maintained and preserved for its future duty; it was not a statement that the field was, or needed to be, energised."*

- *"Critically, the emissions monitoring carried out on three occasions during the IC55 commissioning period (28 September, 17 October and 2 November 2023 demonstrated compliance with all permitted emission limit values – particulate, TVOC and formaldehyde – with the unit operating in its wet-abatement configuration, and this has continued to be the case in every test since…"*

Permit Requirements & Improvement Conditions

Following the inspection, NRW has revisited the permit variation application document for V010 and the responses to improvement conditions IC54 and IC55.

- The permit variation application does not make a clear distinction between the components of the WESP unit or state that either the wet or ESP stages will be operational or non-operational.

- The application does state that "*The WESP 32 is not currently operated as a wet scrubber; however, acts as a higher (65.5 m) dispersion point for the release of emissions from the press abatement system. Kronospan is proposing to operate the WESP 32 as a scrubber to provide abatement of emission from the resin reactors and paper impregnation lines. Operating WESP 32 as a scrubber will also provide secondary abatement to the emissions from the press abatement system"*.

It is not clear from the permit variation application document that only the wet stage of WESP 32 would be recommissioned but based on the statement "*Kronospan is proposing to operate the WESP 32 as a scrubber to provide abatement of emission from the resin reactors and paper impregnation lines"* it may be inferred that as a minimum the wet scrubbing stage of WESP32 would be recommissioned to replace the wet scrubbers to be decommissioned at A5 and A6.

Kronospan's commissioning plan provided in response to IC54, item 3.1 states *"recommissioning of WESP32 as a fully functioning process including HV, rinse and quench water, water treatment systems, fans…"*.

It is also noted that procedure reference KC/EHS/PRO/045 dated 24/10/23 supplied as part of the response to IC55, covers the steps to be taken in the event of a planned or unplanned shutdown of WESP32, this includes HV system failure as an example of a technical failure that prevents WESP 32 operating as an abatement unit.

NRW considers it reasonable to have interpreted the information supplied in response to IC54 and IC55 to mean that the recommissioning of both the ESP and wet scrubbing stages was to be completed. IC55 stated that the commissioning plan had been met.

N.B. Further to the inspection Kronospan has amended procedure KC/EHS/PRO/O45 dated 10/07/26.

References to the HV system have been amended to *'electrical system going offline'*.

Emissions Abatement - Best Available Techniques (BAT)

Due to the above inspection findings, and Kronospan's position that the ESP cannot be operated in its current form, NRW considered it appropriate to check that the current emissions abatement techniques for emissions from the presses, resin reactors and paper impregnation lines meet the BAT requirements as set out in the BAT Conclusions for the production of wood based panels. This is in the context of WESP 32 operating with a wet scrubbing stage only.

Following a review of information regarding BAT included within previous permit variation documents and NRW's associated decision documents, it was determined that the operation of the wet scrubbing stage only (no ESP stage) meets BAT.

This is because Kronospan continue to use a combination of techniques to treat emissions from the presses, resin reactors and paper impregnation lines as detailed in BAT conclusions 19 and 21.

This includes the continued wet scrubbing of press emissions in the venturi wet scrubbers, now double scrubbed at WESP32. Also the wet scrubbing of emissions from the resin reactors and paper impregnation lines at WESP 32 that were previously wet scrubbed locally via small abatement units, since decommissioned and re-ducted to WESP 32.

This is also considered in the context of WESP 32 meeting its ELVs as set out in the BAT conclusions. This includes particulate matter, the target pollutant for an ESP unit.

Taking all information into consideration, NRW concludes that no permit conditions have been breached due to the non-operational status of the ESP. However, NRW wishes to make it clear that Kronospan must ensure it provides clear and unambiguous information in permit application documents and improvement condition responses.

4. Inspection - WESP 32 Maintenance

Prior to the inspection, NRW requested that Kronospan provided a summary of the planned preventative maintenance (PPM) regime and inspection and service reports for WESP 32.

Kronospan provided a report written by CeATec Clean Environment Air Technologies that detailed the findings of an internal inspection of WESP 32 in April 2026, the scope included a visual check for waxy deposits/ build up and the condition of electrodes electrode mounts and entry doors. Similar inspections were completed in July 2024 and September 2025.

The CeATec inspection identified that interior conditions of the WESP continue to remain the same, the system self maintains its current level of build up with grey waxy deposits present over cabling and steelwork but do not appear to be more built up than previous. All electrodes observed appear in fine condition, none slack or obviously skewed. Grounding lines were damaged on 3 man entry doors.

Kronospan reported that the cause of waxy deposits is the low inlet gas temperature.

Kronospan also provided maintenance records for electrical supply as provided by the Chief Engineer. This covered inspection a testing (electrical safety) of various components but how these relate to the

WESP itself was not explored during the inspection.

Kronospan did not provide any further information in advance of the NRW inspection pertaining to PPM of the WESP, most notably for the wet scrubbing system and its various components, for example pumps, pipework, spray nozzles and other ancillary equipment.

In terms of spray nozzles, Kronospan stated that they were designed to operate with significantly higher dust loading for inlet gases derived from the now decommissioned dryers 2 & 3, and that the risk of nozzle blockages with the current operation was low given the now lower dust inputs. When WESP 32 served the dryers, nozzles were reportedly inspected monthly but are no longer subject to scheduled PPM.

During the inspection, Kronospan reported that beyond electrical safety inspection, and CeATec's annual inspections of the internal condition of the ESP sections of the WESP, none of the wet scrubbing components are subject to PPM. It was stated that the wet scrubbing system benefits from a duty and standby pump which improves reliability but this does not negate the requirement for a PPM system for environmentally critical equipment. The absence of a PPM system for wet the scrubbing system is a breach of permit condition 1.1 and attracts a non-compliance score of C3.

Action 1 – Kronospan shall implement a planned preventative maintenance system for WESP 32's wet scrubbing system to ensure its reliable operation and for the purposes of optimising abatement and minimising emissions. This shall be implemented by 30/11/26.

Scrubbing Liquor Monitoring & Management

During the inspection, the control room from where WESP 32 is operated was visited and the SCADA displays viewed and discussed with the on shift Boiler Technician who was overseeing the operation of the WESP.

It could be determined from the SCADA display that the wet scrubbing stage was operational and the ESP was not.

It was established that in line pH and conductivity probes are installed on the wet scrubbing system but it was apparent that their purpose was not understood by the operator, nor as to how their output should be used to operate the WESP. It also became apparent that neither instrument has been calibrated.

The Boiler Technician reported that samples of scrubbing liquor are collected from the WESP for in house pH and conductivity testing and such a sample was present in the control room during the inspection. The frequency of this testing appears to be ad hoc based on individual shift patterns rather than being formally scheduled as a stand-alone task.

Following a discussion with the Boiler Technician and others present in the control room, it was unclear how the results of the tests are used for scrubber operation and it was stated that there is no procedure to determine pH or conductivity set points and associated actions should they be exceeded.

In summary, no evidence was presented to demonstrate that there is a formal strategy in place for monitoring and managing scrubbing liquor quality which potentially has implications for scrubber

efficiency in terms of VOC abatement.

The absence of a procedure for monitoring and managing scrubbing liquor quality is a breach of permit condition 1.1 and attracts a non-compliance score of C3.

Action 2 – In consultation with suitably qualified persons, Kronospan shall determine and implement a monitoring and management strategy for WESP32 scrubbing liquor to ensure the performance of the WESP is optimised for the abatement of emissions. A report shall be submitted to NRW by 30/10/26 to demonstrate that this action has been met.

A copy of procedure reference KC/EHS/PRO/045 dated 24/10/23 that details the steps to be taken in the event of a planned or unplanned shutdown of WESP 32 was presented to the Boiler Technician who stated that they believe they have seen the procedure before but that they were not familiar with its contents nor did then have access to a copy.

This is a breach of permit condition 1.1 and attracts a non-compliance score of C3.

Action 3 – Kronospan shall ensure all persons who have roles and responsibilities associated with the current version of procedure KC/EHS/PRO/045 shall have access to, and receive suitable training in its contents. This must be completed by 02/10/26 and training material and records maintained and made available for NRW inspection.

During the inspection WESP32 itself was visited, with a visual check at ground level where the wet scrubbing pumps are located followed by a walk to the top of the tower. There was a water leak that had reportedly been identified and scheduled for repair for the next plant shutdown.

It was not possible to view the internal workings of the wet scrubbing and ESP stages as this would require plant shutdown and a confined spaces entry.

Following a discussion regarding the fire in 2018, the operator pointed out the location of the fire on the WESP it was evident that the affected transformer and cable work has been replaced.

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.