

## Compliance Assessment Report CAR\_NRW0038456

**Permit being assessed:** BU7766IC.

For: Bryn Posteg Landfill , held by Sundorne Products (Llanidloes) Ltd

At: Bryn Posteg Landfill Site Tylwch Road , Llanidloes, Powys, SY18 6JJ.

**Type of assessment carried out:** Report/Data Review, Reason: Routine.  
On 29/06/2021.

Parts of permit assessed: Q1 2021-January -March monitoring returns

**NRW Lead Officer:** Jamie Blythin, accompanied by Lara Cubley.

**Report sent to:** Deborah Hall , Environment, Health and Safety Compliance Manager on 03/08/2021.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
G1 - Monitoring and Records, Maintenance and Reporting - Monitoring of emissions and environment	C3 Minor	3.7.1(b),(C) and(d) consolidated with 3.7.5
E3 - Emissions - Surface water	C2 Significant	3.1.2
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	C3 Minor	4.3.2
E1 - Emissions - Air	C3 Minor	3.1.7
E1 - Emissions - Air	Action only (X)	
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	Action only (X)	
E2 - Emissions - Land and groundwater	Ongoing (O)	3.1.2
E2 - Emissions - Land and groundwater	C3 Minor	2.8.1

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

Total number of non-compliances recorded	Total non-compliance score
5	47

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
G1	ACTION 2: Provide an update on what action is being taken to address the health and safety issues to allow LCP8 to be sampled in the future.	13/08/2021

Criteria	Action needed	Complete by
	<p>ACTION 3: Provide an update in relation to why temperature measurements were not provided for Q1 (2021) and Q4(2020) reports and ensure temperature measurements are provided in quarterly monitoring reports going forward. Ensure the document title for the updated version of the Q1 2021 report sent to NRW 15.07.21 is changed to reflect this update e.g. Bryn Posteg Q1 2021 report V2, in line with document control procedures. When this has been done, provide NRW with a copy so it can be placed on the public register.</p> <p>ACTION 7: Action only- Ensure the results provided for groundwater quality in quarterly reports going forward are in milligrams.</p> <p>ACTION 8: Provide groundwater level data for monitoring points W10 and W11.</p> <p>ACTION 9: Ensure data for all monitoring points, as specified by the permit, is provided. With reference to the permit, Table S3.6 and Environmental Monitoring Plan 2601.EMP.01 (revision P1 dated 12.02.2016 and received by NRW 12.04.2018), please provide an update on perimeter gas wells in relation to whether each well is still in use. To aid clarity going forward, ensure the reference IDs for perimeter gas wells provided in quarterly and annual monitoring reports includes a reference or key to explain how each monitoring point relates to the monitoring points specified in the Environmental Monitoring Plan 2601.EMP.01(revision P1 dated 12.02.2016 and received by NRW 12.04.2018).</p>	
E3	<p>ACTION4: Provide an overview of what actions were taken to investigate the issue of high suspended solids breaches (February and March) and what you determine the root cause of these issues to be.</p>	13/08/2021
G4	<p>ACTION 5: Provide Schedule 5 notifications for breaches of Ammoniacal Nitrogen and suspended solids.</p>	13/08/2021

Criteria	Action needed	Complete by
	ACTION 11: Provide outstanding Schedule 5 notifications (parts A and B) for the breaches referred to above. Continue to follow gas management plan.	
E1	ACTION 10: Operator to continue to follow gas management plan and ensure efficient collection and utilisation of landfill gas.	13/08/2021
E1	ACTION 12: Action only- Provide an update on the following actions identified from completion of the gas extraction system audit:	13/08/2021
G4	ACTION 13: Action only- On 14.05.21, the operator provided a number of outstanding Schedule 5 notifications (Parts A and B) for breaches detected in 2020 and 2021. However, it is not always clear which Schedule 5 Part A relates to which Part B. To aid clarity going forward, please ensure that each Schedule 5 notification (Parts A and B) is assigned a unique reference number. This could be as simple as BP01A, BP01B, BP02A, BP02B etc...	13/08/2021
E2	ACTION 6: The operator must formalise this by applying for a permit variation and continue to review monitoring data. This is an ongoing action from CAR_NRW0037617 (ACTION 7).	13/08/2021
E2	ACTION 1- Provide an update on what action is being taken to address the health and safety issues to allow LCP8 to be sampled in the future.	13/08/2021

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

### 3. What will happen next?

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

**You are non-compliant with your permit.**

**We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.**

### 4. Details of our assessment

This CAR is an amended and re-issued version of CAR NRW0038456 (originally issued to operator 14.07.21).

We have reviewed the report '*Sundorne products (Llanidloes) Limited - Bryn Posteg landfill site, Permit: BU7766IC, 1<sup>ST</sup> quarterly monitoring report 2021.*'

This report was submitted to NRW on 27/04/21. Condition 4.2.3 requires that quarterly returns are submitted to NRW within 28 days of the end of the reporting period. This report was submitted within this time frame.

**Leachate levels** -Table S3.1

Monthly leachate levels for the monitoring points have been provided.

Condition 2.8.1 requires leachate levels to be less than 1m above the sump base.

The data shows that the following monitoring points all marginally exceeded the 1m compliance level during the reporting period: LCP1, LCP2-A, LCP7, LCP8, RMPL9B-A and RMPL9D.

The data shows 9 exceedances in total and these were all <10cm.

The operator states that access to LCP8 was prevented during January and February due to Health and Safety reasons.

NRW considers the operator to have breached permit condition 2.8.1 (E2-CCS3).

**ACTION1-** Provide an update on what action is being taken to address the health and safety issues to allow LCP8 to be sampled in the future.

**Leachate quality** -Table S3.9

The Operator has provided monthly raw leachate quality data including Ammoniacal Nitrogen (as N), Chloride and pH for the following sample points: LCP1, LCP2A, LCP3A, LCP6A, LCP7, RMPL9A-A, RMPL9B-A, RMPL9C-A and RMPL9D-A.

Data for LCP8 was supplied for March but this monitoring point was not sampled during January or February as the operator was unable to access it due to Health and Safety reasons.

NRW considers this a breach of condition 3.7.5 (G1-CCS3- consolidated with condition 3.7.1 (b),(c) and(d)).

**ACTION 2-** Provide an update on what action is being taken to address the health and safety issues to allow LCP8 to be sampled in the future.

**Treated leachate quality** - Table S3.4

The operator has reported monthly leachate quality data following treatment at the effluent treatment plant as required by table S3.4.

Temperature measurements were not provided. NRW considers this to be a breach of Permit Condition 3.7.1(b) (G1-CCS3- consolidated with conditions 3.7.1 (c), (d) and 3.7.5).

Temperature measurements were not provided on the previous quarterly submission (Q4-2020).

NRW had a meeting with the operator on 15.07.21. During this meeting the operator stated that temperature measurements for treated leachate quality had been provided with the Q1 monitoring data. The operator sent NRW a version of the Q1 monitoring data (entitled Bryn

Posteg Q1 2021 report) during the meeting which included temperature measurements for treated leachate quality. However, this version (sent 15.07.21) indicates that it was last modified on 24.05.21.

The original version of the Q1 monitoring data (entitled Bryn Posteg Q1 2021 report) was submitted to NRW 27.04.21 and did not include temperature measurements. This version was last modified 27.04.21.

It appears that an updated version of the Q1 monitoring data has been created by the operator following the original submission to NRW on 27.04.21, although this version was not sent to NRW until 15.07.21.

**ACTION 3:** Provide an update in relation to why temperature measurements were not provided for Q1 (2021) and Q4(2020) reports and ensure temperature measurements are provided in quarterly monitoring reports going forward. Ensure the document title for the updated version of the Q1 2021 report sent to NRW 15.07.21 is changed to reflect this update e.g. Bryn Posteg Q1 2021 report V2, in line with document control procedures. When this has been done, provide NRW with a copy so it can be placed on the public register.

### **Surface water**-Table S3.3

Condition 3.1.2 states that the limits in Table S3.3 shall not be exceeded.

Monthly monitoring data has been provided which identifies six exceedances during this quarter.

In February P2 had an Ammoniacal Nitrogen result of 0.4 mg/l against a permitted limit of 0.25mg/l and it had a suspended Solids result of 1226 mg/l against a permitted limit of 50mg/l.

In March P1 had an Ammoniacal Nitrogen result of 0.8 mg/l against a permitted limit of 0.25mg/l and it had a suspended Solids result of 1272 mg/l against a permitted limit of 50mg/l.

In March P2 had an Ammoniacal Nitrogen result of 0.8 mg/l against a permitted limit of 0.25mg/l and it had a suspended Solids result of 52 mg/l against a permitted limit of 50mg/l.

NRW considers the operator to have breached Permit Condition 3.1.2 with the potential for significant impact on surface waters due to the high suspended solids results in P2 (February) and P1 (March) (E3-CCS2).

Although schedule 5 notifications (parts A and B) were provided for the high suspended solids result recorded in February, NRW were not notified of the root cause or what actions were taken to investigate this breach.

**ACTION4:** Provide an overview of what actions were taken to investigate the issue of high suspended solids breaches (February and March) and what you determine the root cause

of these issues to be.

Schedule 5 notifications (parts A and B) were provided for P2 (February) breach of suspended solids. However, no Schedule 5 notifications were provided for the breaches of Ammoniacal Nitrogen (P2-February and March) (P1-March) or suspended solids (P1-March) (P2-March).

NRW considers the operator to have breached permit condition 4.3.2 with the potential for minor environmental impact (G4-CCS3).

**ACTION 5:** Provide Schedule 5 notifications for breaches of Ammoniacal Nitrogen and suspended solids.

### **Groundwater levels and quality** -Tables S3.5 and S3.10

The operator has provided groundwater monitoring data. Condition 3.1.5 states that the trigger levels for emission to groundwater for the parameters and monitoring points set out in table S3.5 shall not be exceeded.

On March 15<sup>th</sup>, the data shows W1 had a Chloride measurement of 612 mg/l which is above the compliance limit of 69mg/l. the operator has made an informal submission to NRW proposing to increase the compliance limit for Chloride due to road salt. NRW is satisfied that the compliance limit could be increased to 500mg/l with review on a regular basis. NRW considers this to be a breach of permit condition 3.1.2 (E2--0).

**ACTION 6:** The operator must formalise this by applying for a permit variation and continue to review monitoring data. This is an ongoing action from CAR\_NRW0037617 (ACTION 7).

The operator has provided results for groundwater quality in micrograms rather than milligrams as specified in the permit.

**ACTION 7:** Action only- Ensure the results provided for groundwater quality in quarterly reports going forward are in milligrams.

The operator has provided data for groundwater levels, however, no data has been provided for monitoring points W10 and W11.

NRW considers this a breach of condition 3.7.1 (c) (G1-CCS3- consolidated with conditions 3.7.1 (b),(d) and 3.7.5).

**ACTION 8:** Provide groundwater level data for monitoring points W10 and W11.

### **Landfill gas in external monitoring boreholes** - Table S3.6

The operator has submitted monitoring data for landfill gas in external boreholes situated around the perimeter of the waste mass. Data now includes relative pressure.

Monitoring points referenced in Q1 data e.g. BPW00901 have different reference IDs to those on Environmental Monitoring Plan 2601.EMP.01 e.g. G1,G2 as referenced in the permit. The difference in referencing is confusing and it is unclear if data for all monitoring points specified by the permit has been provided, for example, no data provided for monitoring point G33.

NRW considers this to be a breach of permit condition 3.7.1(d) (G1-CCS3- consolidated with conditions 3.7.1 (c), (b) and 3.7.5).

**ACTION 9:** Ensure data for all monitoring points, as specified by the permit, is provided. With reference to the permit, Table S3.6 and Environmental Monitoring Plan 2601.EMP.01 (revision P1 dated 12.02.2016 and received by NRW 12.04.2018), please provide an update on perimeter gas wells in relation to whether each well is still in use. To aid clarity going forward, ensure the reference IDs for perimeter gas wells provided in quarterly and annual monitoring reports includes a reference or key to explain how each monitoring point relates to the monitoring points specified in the Environmental Monitoring Plan 2601.EMP.01(revision P1 dated 12.02.2016 and received by NRW 12.04.2018).

In total, there were 23 occurrences when the methane result exceeded the compliance limit of 1%v/v and 43 occurrences when the Carbon Dioxide result exceeded the compliance limit of 1.5%v/v.

Methane concentrations as high as 71.5% and Carbon Dioxide concentrations as high as 18.6% were recorded.

NRW considers this a breach of permit condition 3.1.7 with the potential for a minor environmental impact based on the source-pathway-receptor approach (E1-CCS3).

**ACTION 10:** Operator to continue to follow gas management plan and ensure efficient collection and utilisation of landfill gas.

No Schedule 5 notifications (parts A and B) for the breaches referred to above were received by NRW. NRW considers the operator to have breached permit condition 4.3.2 with the potential for minor environmental impact (G4-CCS3).

**ACTION 11:** Provide outstanding Schedule 5 notifications (parts A and B) for the breaches referred to above. Continue to follow gas management plan.

#### **Landfill gas - other monitoring requirements** Table S3.8

The operator has provided monthly in waste landfill gas collection system data. The operator completed a full audit of the gas extraction system in March 2021 and sent the gas audit report to NRW on 12.05.21.

The Q1 data provided shows there were 54 occurrences where Oxygen >5%, 81 occurrences where balance gas >20% and 1 occurrence when carbon monoxide exceeded 100ppm (314 ppm – BP1W042B-25.03.21).

**ACTION 12:**Action only- Provide an update on the following actions identified from



completion of the gas extraction system audit:

Well ID	Action	Target completion date
GW315	Aerobic-locate and remediate adjacent source of oxygen ingress	30.06.21
GW316	Pump stuck in well, modify headworks to remove potential source of oxygen ingress.	30.06.21
	Settlement causing strain on headworks-remove pumped headworks.	30.06.21
GW323	Audible leak around base of well (perforations close to surface)- Excavate around well and install twin wall seal.	30.06.21
GW325	High O2 from adjacent flank-Extraction will need to be managed as a consequence.	Ongoing
GW326	High aerobic activity from adjacent flank-Extraction will need to be managed as a consequence.	Ongoing
GW35R	High O2 from adjacent flank-Extraction will need to be managed as a consequence	Ongoing
GW84	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW85	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW83	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW323	Rubber seal on 20mm exhaust split-Replace rubber seal	30.06.21
GW63A	Leaking through 20mm rubber seal on exhaust-Replace rubber seal.	30.06.21
GW32	90mm Tee piece on flow line leaking-Cut out and re-weld.	30.06.21
GW61	Pump stuck in well-Leaking through 10mm & 32mm connections on headworks. Replace well head.	30.06.21
GW56A	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW25	Low flow-Pump not working-Pull pump.	30.06.21
GW30R	Low flow-Pump not working-Pull pump.	30.06.21
GW54	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW53A	Air line pressurising well-Pull pump to remediate.	30.06.21
GW86	High O2 (no surface defect)-Investigate.	30.06.21
GW19	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW66	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW44	Leaking through 20mm exhaust (plugged)-Pull pump to investigate.	30.06.21
GW43	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW49	Leaking through 32mm EF coupler-Replace with end cap.	30.06.21
GW47	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW106	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW18	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW39	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW42B	Compressed air from exhaust-Pull pump and replace.	30.06.21
	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW40A	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW213	High O2-Audible noise from base of well-Suspect perforations close to surface. Camera survey well.	30.06.21
GW212	High O2-Camera survey well.	30.06.21



GW209	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW208	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW216	High O2-No surface defect-Camera survey well.	30.06.21
GW202	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW204	High O2-No surface defect-Camera survey well.	30.06.21
GW205	Extrusion weld on well head failed (temporarily sealed)-Replace well head.	30.06.21
GW206	Aerobic well- Locate and remediate adjacent source of O2 ingress.	30.06.21
GW211	Not pumping- Pull pump.	30.06.21

### **Ambient air** -Table S3.11

The operator has provided data for particulate matter for the quarter as required by Condition 3.7.1 (e). The data shows compliance with the 200mg/m<sup>3</sup>/day as specified in the permit.

### **Notifications**

The following table summarises the notifications received from the Operator for the period January-March 2021 (Q1) as required by condition 4.3 of the permit.

Date NRW notified	Part A	Date Part B received and operator comments
15.03.21	<p>15.02.21- P2 Surface water-suspended solids and ammoniacal nitrogen.</p> <p>Suspended solids are detected at 1226mg/l. This is above the compliance limit of 50mg/l. Ammoniacal nitrogen levels at 0.4mg/l which is a breach of the 0.25mg/l limit.</p>	15.03.21- This breach is being addressed with the new surface water management plan. As well as this, the construction and commission of a new chemical dosing system is being implemented

15.04.21	15.03.21- GW1 Chloride breach - Groundwater well GW01. Borehole 1 is a legacy borehole that is affected by road salt contamination. Chloride level measured as 612.10mg/l. This is a breach of the compliance limit of 69 mg/l.	15.04.21- GW1 – Consistently fails on chloride. It has been agreed that the limit on this borehole will be amended during the next variation.	
14.05.21	30.03.21-leachate hose-  Lay flat hose from balance lagoon split in multiple places. Lay flat hose deteriorated due to exposure to elements. Unknown quantity of leachate potentially released.	14.05.21-  Replacement armoured hose installed 01/04/21 15:00.  Hoses and pumps added to daily checklist.	

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As stated previously, NRW has not received any Schedule 5 notifications for the following breaches this quarter:

Surface water (See **ACTION 5**)- Ammoniacal Nitrogen (P2 February and March), P1 (March)  
Suspended solids-P1 (March), P2 (March)

Landfill gas in external monitoring boreholes (methane and carbon dioxide)-See **ACTION 9**.

**ACTION 13:** Action only- On 14.05.21, the operator provided a number of outstanding Schedule 5 notifications (Parts A and B) for breaches detected in 2020 and 2021. However, it is not always clear which Schedule 5 Part A relates to which Part B. To aid clarity going forward, please ensure that each Schedule 5 notification (Parts A and B) is assigned a unique reference number. This could be as simple as BP01A,BP01B, BP02A,BP02B etc...

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 only relating to the activity assessment
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.

**What are suspended scores?**

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 and Waste action criteria (used in section 1 and 2):****A: Permitted activities**

- A1 Specified by permit

**B: Infrastructure**

- B1 Infrastructure – Engineering for prevention and control of emissions
- B2 Infrastructure – Closure and decommissioning
- B3 Infrastructure – Site drainage engineering (clean and foul)
- B4 Infrastructure – Containment of stored materials
- B5 Infrastructure – Plant and equipment

**C: General management**

- C1 General management – Staff competency/training
- C2 General management – Management system and operating procedures
- C3 General management – Materials acceptance
- C4 General management – Storage, handling, labelling and segregation

**D: Incident management**

- D1 Incident management – Site security
- D2 Incident management – Accidents, emergency and incident planning

**E: Emissions**

- E1 Emissions – Air
- E2 Emissions – Land and groundwater
- E3 Emissions – Surface water
- E4 Emissions – Sewer
- E5 Emissions – Waste

**F: Amenity**

- F1 Amenity – Odour
- F2 Amenity – Noise
- F3 Amenity – Dust/fibres/particulates and litter
- F4 Amenity – Pests/birds and scavengers
- F5 Amenity – Deposits on road

**G: Monitoring and records, maintenance and reporting**

- G1 Monitoring and records, maintenance and reporting – Monitoring of emissions and environment
- G2 Monitoring and records, maintenance and reporting – Records of activity, site diary/journal/events
- G3 Monitoring and records, maintenance and reporting – Maintenance records
- G4 Monitoring and records, maintenance and reporting – Reporting and notification to Natural Resources Wales

**H: Resources efficiency**

- H1 Resource efficiency – Efficient use of raw materials
- H2 Resource efficiency – Energy efficiency

**Enforcement response**

Any permit condition non-compliance 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 20 working days to let you know if we agree to your request.

**What do I do if I disagree with the report or have a complaint?**

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk) for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at [ask@ombudsman.wales](mailto: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.