

Compliance Assessment Report CAR_NRW0038892

Permit being assessed: FP3095ET.

For: Locks Yard, held by South West Wood Products Ltd

At: Heol Llan, Coity, Bridgend, CF35 6BU.

Type of assessment carried out: Site Inspection, Reason: Other.

On 04/10/2021 between 11:40 and 13:43.

Parts of permit assessed: D2, B3, C2

NRW Lead Officer: Elysia Lovelock, accompanied by Damien Downes.

Report sent to: Site Manager , Site Manager on 01/04/2022.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
D2 - Incident Management - Accidents, emergency and incident planning	C2 Significant	3.8.1
B3 - Infrastructure - Site drainage engineering (clean and foul)	C2 Significant	2.1.1
C2 - General Management - Management system and operating procedures	C3 Minor	1.1.1

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

Total number of non-compliances recorded	Total non-compliance score
3	66

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
D2	All waste must be stored in a manner that is compliant with the Fire Prevention and Mitigation Plan guidance. Please provide a plan and suitable timeframe, in writing to return the site to compliance with the permit condition, to be agreed by Natural Resources Wales. The plan will then be formalised in a compliance notice.	27/01/2022
B3	All waste must be stored on an impermeable surface and sealed drainage system. Please also provide evidence that the sealed system meets	27/01/2022

Criteria	Action needed	Complete by
	the definition as provided in Schedule 3 of the permit and complies with the guidance re Sumps in How to comply with your environmental permit, Version 8. Please provide a plan and suitable timeframe, in writing to return the site to compliance with the permit condition, to be agreed by Natural Resources Wales. Actions will be formalised in a compliance notice.	
C2	This is an overarching breach identifying a management failure as the root cause of the breaches outlined in this CAR. Please refer to individual breaches for actions.	27/01/2022

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

REPORT AMENDMENT NOTE. Compliance Assessment Report (CAR) following the compliance visit undertaken by I, Elysia Lovelock and Damien Downes on 04-10-2021, originally issued 22/11/2021 @ 16:03, amended and reissued on 09-12-2021, to reflect changes agreed by NRW following CAR appeal received 30-11-2021 @ 17:51 from the Operators Environmental Consultant. Further amendments made on 01-04-2022, comments re activity under exemption removed.

Please see the following amendments:

The following *breaches/comments* have been removed from the CAR:

1. (C3) Materials Acceptance, condition 2.2.1 (C3) non-compliance.
2. (G4) Reporting and notification to Natural Resources Wales, condition 4.2.2 (C4) non-compliance.
3. Note removed under 'Volume of wood waste', regarding 'Table 2.1 Licensed activities'.
4. Comments re activity under the exemption removed on 01-04-2022.

Additional comments provided for clarification:

1. Please refer to the section on 'Exemption', for clarification on 'sorting' activity under T6 exemption.
2. Additional photographs to demonstrate storage of waste.

3. Breach of condition 2.3.1 has been changed to 3.8.1.

Please note the 'due date' for the required actions has also been amended accordingly.

A site visit was undertaken at Locks Yard on Monday 4th October 2021 by the site's regulatory Officer Elysia Lovelock, accompanied by Carriers and Brokers Officer Damien Downes, to conduct a compliance visit for the environmental permit EPR/FP3095ET held by the Operator South West Wood Products Ltd. At the time of the visit, the weather was overcast and remained unsettled for the duration.

The primary purpose of the visit was to assess the Operators compliance with the Regulation 36 Notice issued on 18th August 2021, requiring steps to be taken by the Operator to achieve compliance by Friday 1st October 2021. Please note, other aspects of the site's compliance with the permit, have also been raised in this Compliance Assessment Report CAR, some of which require immediate action by the Operator, which include the following:

- Waste Storage
- Impermeable Surface
- Sealed Drainage

REGULATION 36 NOTICE

Schedule 1 of the Notice detailed the steps to be taken by the Operator, namely:

In respect of, permit Condition 2.3.1., "Reduce and remove wood waste on site to ensure storage of waste complies with current relevant Fire Prevention and Mitigation Plan guidance as outlined below." (*for further detail here please refer to the Notice*)

In respect of, permit Condition 3.8.1., "Provide version 3 of the Fire Prevention and Mitigation Plan for review by Natural Resources Wales, by the date as previously agreed."

OUTCOME: Officers determined that whilst versions 3 and 4 of the Fire Prevention and Mitigation Plan had been provided as required, that the Notice had not been complied with in respect of the waste storage requirements as per the guidance. Therefore, Natural Resources Wales will now consider our enforcement response accordingly. For further details relevant to the officer's compliance assessment, in relation to the requirements of the Notice, please refer to the information below on 'waste storage layout' and 'volume of waste'.

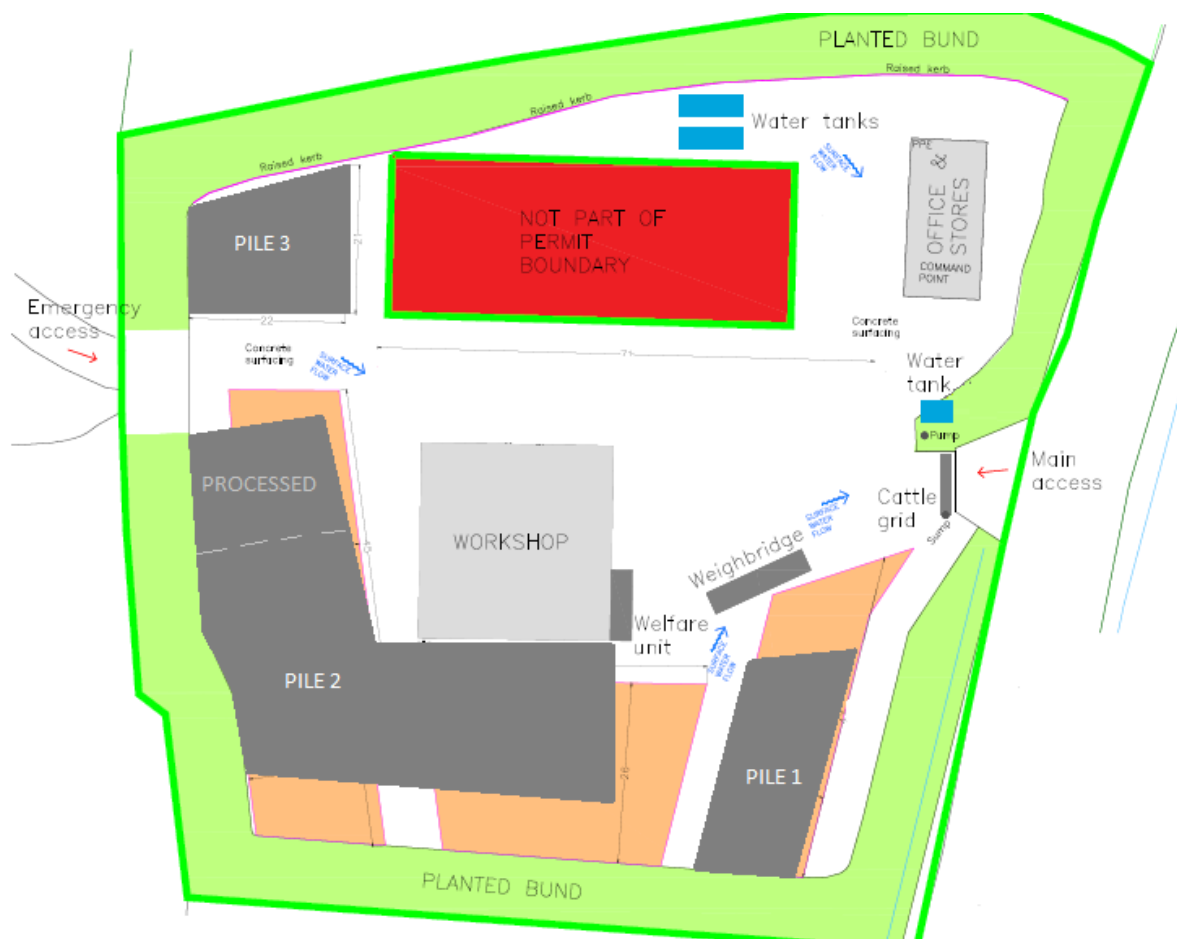
OPERATIONS

WASTE STORAGE LAYOUT

Officers arrived at approximately 1140 hrs and signed in at reception. An operative on site advised that the Site Manager would be arriving shortly to accompany us on the visit around site.

On arrival, officers observed 3 stockpiles, one near the entrance, which for the purpose of this CAR will be referred to as stockpile 1. This was followed by a substantially larger L-shape stockpile – stockpile 2, situated lengthways up against the building in the middle of the site, ending next to the emergency access at the back of the site, where processing was taking place at the end of this stockpile. I noted there was no

firebreak/separation distance between the building and the stockpile, the far boundary, or between the processed material and unprocessed material at the time of the visit, with processing taking place within close proximity/on the end of the stockpile. Adjacent was a third stockpile of green waste – stockpile 3, which is an activity that does not form part of the permit, as green waste is present under the T6 exemption registered at Locks Yard (please see below advice and guidance concerning the green waste stored under this exemption). Please refer to the diagram below illustrating the storage layout observed during the visit.



The Site Manager explained that the storage layout of stockpile 2 observed by officers at the time of the visit was temporary and was due to the Operator planting trees around the boundary. Stockpile 2 had been pushed away from the boundary and up against the building, to create space to access the boundary for planting.

Whilst it is acknowledged that storage layouts are subject to change, depending on the operational needs on site, wood waste must still be stored in accordance with the Fire Prevention and Mitigation Plan guidance, as a fire could occur at any time. As is acknowledged in the sites Fire Prevention and Mitigation Plans provided to Natural Resources Wales to-date, self-heating is not the only possible cause of ignition/combustion. Therefore, if there are times when waste cannot be stored in a compliant manner, then waste should be moved/diverted to other sites to create space for planned structural maintenance, following site procedures, as outlined in the Fire Prevention and Mitigation Plan's submitted to-date.

PLEASE NOTE. This report refers to the Fire Prevention and Mitigation Plans submitted to NRW to-date, to highlight procedures/guidance that have been written by the Operator for use at this site. To demonstrate the discordance between operations on site and written procedures for site, as noted previously in Compliance Assessment Report reference NRW0038550. And as previously advised, until such time that a Fire

Prevention and Mitigation Plan is agreed for use at Locks Yard by Natural Resources Wales, compliance with the permit condition requiring a Fire Prevention and Mitigation Plan, will continue to be assessed against the requirements set out in the Fire Prevention and Mitigation Plan guidance.

In stockpile 1, officers observed vegetation which can be seen in the below image and has also been observed by the Fire Service, therefore, this would suggest that this stockpile has been there for some time and as such, has not followed the 'first in, first out' approach as outlined in the sites Fire Prevention Plans submitted to date.



Due to the layout of the storage of waste found on site and the dimensions of stockpile 2 at the time of the visit, the far corner of the yard was impassable by officers. Please see below images which show the layout of the stockpile found on site during the visit.





Please see below photograph taken from the other side of stockpile 2.

**EXEMPTION**

Please be aware that the registered T6 exemption allows for the 'Treatment of waste wood and waste plant matter by chipping, shredding, cutting or pulverising. (non-agricultural)'.

I understand, the green waste is brought to site and where there is suitable wood, this is separated and recycled with the wood, which is then recorded as a movement of 19 12 07 into the permitted site, with the remainder going for composting. Sorting is a treatment and the exemption does not allow sorting, therefore this activity would not be exempt.



VOLUME OF WOOD WASTE

Officers observed stockpile 2 (as photographed below) to exceed the Fire Prevention Plan guidance in respect of the Length x Width x Height and found the stockpile to be within an unsuitable proximity to the building, with no appropriate firebreaks/separation distances (calculation required) between the building and the pile, the sites rear boundary, unprocessed wood, processed wood and processing.

Officer Damian Downes estimated stockpile 2 to be approximately 50m x 20m x 5m. The stockpile ran the length of the building and reached the boundary fencing at the rear of the site. Using aerial imagery, using the length of the building and distance to the rear fencing, the length has been calculated to be approximately 55.59m.

In accordance with the guidance, the length of a stack determines the separation distances required, however, this is on the basis that stacks are 4m in height with a maximum width of 10m, which is not what was observed on site.

The Site Manager estimated there to be approximately just over 1,000 tonnes in stockpile 2 and explained that this material could be processed quickly reducing the dimensions of the stockpile. However, it was explained on site that compliance is assessed by officers at the time of the visit and a stockpile this size fundamentally breaches the Fire Prevention Plan guidance. Furthermore, the size of stacks should be continually monitored to prevent waste being stored outside of the parameters set out in the guidance, irrespective of how quickly waste can be processed. As a sudden breakdown in any plant machinery, at any time, could the leave site open to storing waste in an unsuitable manner.

It is understood that during operational hours, large volumes of wood waste arrives on site, is processed 'to order' and then departs the site as woodchip, with a permitted annual throughput of 120,000 tonnes. Overall management of how this waste is stored, throughout that process on a site with limited space, irrespective of storage time, should be continuously overseen.

Following the visit, Natural Resources Wales were advised by the Site Manager that a de-stock of 4,389 tonnes had occurred at the site between July 2021 (date of Natural Resources Wales' last visit) and October 2021, with 1,600 tonnes remaining on site as of Friday 1st October 2021. Despite a site capacity of 5,000 tonnes, as outlined in the sites Environmental Management System, the wood waste was not being stored in line with the Fire Prevention and Mitigation Plan guidance.



Furthermore, please see below photograph demonstrating the way in which waste wood was being stored on site during the visit, prior to processing. I note, there was waste wood that has been processed amongst unprocessed waste wood. The risk of self combustion is higher in processed wood and would therefore increase the risk of self combustion of the entire stockpile and would reduce storage time to 3 months.



FIRE

FIRE PREVENTION AND MITIGATION PLAN

Natural Resources Wales considers that the following condition of the environmental permit is being contravened:

Permit condition 3.8.1 states “The operator shall manage and operate the activities in accordance with a written fire prevention plan using the current, relevant fire prevention plan guidance.”

This has therefore been scored as a **(C2) non-compliance which could have a significant environmental effect** under (D2) Accidents, Emergency and Incident Planning.

BECAUSE

Officers observed wood waste being stored in exceedance of the storage specifications as detailed in the Fire Prevention and Mitigation Plan guidance.

ACTION REQUIRED: Please refer to the **‘BREACHES & ACTIONS’** table below.

PLEASE NOTE. All future Fire Prevention and Mitigation Plans submitted will be returned, should compulsory areas not be in line with the Fire Prevention and Mitigation Plan guidance.

During the visit it was evident that waste continues to be stored in a manner outside of the requirements set out in the Fire Prevention and Mitigation Plan guidance and in review of the plans provided to date, versions 1 and 2 remained outside of the guidance, despite comment on their suitability and the required amendments by both Natural Resources Wales and the Fire and Rescue Service, deeming them unsuitable for agreement by Natural Resources Wales for use at the site.

As version 3 and then version 4 were provided by the Operator in quick succession with minor amendments, following the completion of the review of FPMP v4, please be advised that if version 4 of the plan cannot be agreed for use at Locks Yard by Natural Resources Wales, permit compliance will continue to be assessed against the requirements of the Fire Prevention and Mitigation Plan guidance.

IMPERMEABLE SURFACE

Natural Resources Wales considers that the following condition of the environmental permit is being contravened:

Permit condition 2.1.1 states “The licence holder is authorised to carry out the activities specified in schedule 2, table 2.1 (“the activities”)”. ‘Table 2.1 Licensed activities’, under ‘Limits of activities’ states “Non-hazardous wood waste must be kept on an impermeable surface with sealed drainage”.

This has therefore been scored a **(C2) non-compliance which could have a significant environmental effect** under (B3) Site Drainage Engineering (Clean and Foul).

BECAUSE

Officers observed that the wood waste storage areas do not have an impermeable surface with sealed drainage as required by the permit. With permeable ground beneath where waste wood is usually stored on site and pooling surface water present in the wood waste storage area, resulting in an unpermitted groundwater activity, as well as a failure to operate a sealed system, as all operational yard areas (within the permitted facility) must benefit from a sealed system.

ACTION REQUIRED: Please refer to the ‘**BREACHES & ACTIONS**’ table below.

ADVICE & GUIDANCE: Please ensure that all waste is stored on an impermeable surface with a sealed drainage system.

In stockpile 2 being moved away from the boundary, the ground used to usually store all unprocessed wood waste was exposed and officers observed that the surface was unmade permeable ground, with uneven areas where surface water was pooling. This can be seen in the photographs included above.

This on a larger scale in the event a fire, where unburnt wood, would be separated and moved using plant equipment, as outlined as the sites fire plan strategy, using heavy machinery on this surface, combined with introducing large volumes of water to fight a fire (aside from weather conditions which could also impede efforts), could create divots and cause firewater to pool and significant problems associated with ground saturation of contaminated firewater. As opposed to collecting in the cattlegrid which acts as the site’s sump, if the surface was impermeable combined with the correct gradient in order to facilitate containment of firewater.

A permeable surface in the event of a fire, has the potential to create problems implementing the sites fire plan strategy, unsafe working conditions, problems with access by emergency crews and/or plant equipment and could have a potentially significant environmental effect.

I refer to **Schedule 3 – Interpretations** of the sites permit, which states:

‘ “*impermeable surface*” means a surface or pavement constructed and maintained to a standard sufficient to prevent the transmission of liquids beyond the pavement surface, and should be read in conjunction with

the term “sealed drainage system” (below).’

From consulting the geoscience department, it has been established that both the superficial deposits and bedrock geology that underlies this area are classified as Secondary A aquifers. These comprise of permeable layers that can support local water supplies and may form an important source of base flow to rivers. Groundwater vulnerability maps class the area as having medium to high groundwater vulnerability. Which are classified as follows: ‘high’ being areas that can easily transmit pollution to groundwater, characterised by high-leaching soils and the absence of low-permeability superficial deposits and ‘medium’, being areas that offer some groundwater protection. Intermediate between high and low vulnerability. As such, dependent on the groundwater levels or what the flow direct is, it is possible that the groundwater may provide a baseflow to a river course or associated tributaries. If this is the case, then it’s possible that the groundwater as well as being a receptor to pollution, could be a pathway for pollution to enter a tributary of the Nant Crumlyn. Therefore, as well as constituting a permit breach, there is a potential for an unpermitted groundwater activity, in the absence of an impermeable surface with a sealed drainage, to have a potentially significant environmental effect.

SEALED DRAINAGE

Please note the suitability of the site’s drainage has been raised with the Operator previously, as the Operator has received a warning for an illegal discharge due to a failure of the site’s drainage.

During this visit, officer Damian Downes commented on the site’s drainage provision of the sump at the entrance being used to collect the sites contaminated run-off, which appeared to be in a poor state of repair. Previous investigations into the site’s drainage have established that it consists of an open concrete sump underneath the cattlegrid, with a pump fitted to extract the site’s run-off which then feeds into a tank, for storage as a water provision.

I refer to **Schedule 3 – Interpretations** of the sites permit, which states:

‘ “sealed drainage system” in relation to an impermeable surface, means a drainage system with impermeable components which does not leak and which will ensure that:

- a. no liquid will run off the surface otherwise than via the system;
- b. except where they may lawfully be discharged, all liquids entering the system are collected in a sealed sump.’

During the inspection we observed a vacuum tanker emptying the sump and then emptying the contaminated run-off directly onto the green waste stockpile. Officer Damian Downes spoke with the tank operator and later the TCM who confirmed that this is the system used to dispose of the contaminated run-off.

A permitted wood waste for the site is wood waste from construction and demolition activities which is typically treated wood, as wood used in used in exterior joinery, for example, is treated with preservatives. Wood preservation involves the formulation and impregnation of wood with chemicals toxic to wood-destroying organisms, typically creosote and creosote solutions, water-based copper-chromium-arsenic solutions and light organic solvent solutions. Wood that is stored outdoors is exposed to rainfall. Leachate generated by the contact of water with wood in storage areas contains a large amount of organic matter that is potentially harmful to the environment that is exposed to the run-off from the site, and as such, is considered to be contaminated run-off.

I wish to highlight permit condition 3.3.4 which states: “All liquid wastes, whose emission to water or land could cause pollution, shall be provided with secondary containment, unless the licence holder has used other appropriate measures to prevent or where this is not practicable, to minimise, leakage and spillage from the

primary container.

I note previously, in 2020 the site's drainage system failed to contain contaminated run-off, which resulted in a warning letter subsequently being issued to the Operator for the illegal discharge.

The above permit condition includes the Operators measures to prevent any leaks or accidental releases from containers, including sumps. If structures are designed to work without secondary containment, then appropriate measures to prevent or minimise leakage would include:

- regular maintenance and inspections to a written procedure
- ensuring that any leakage is detected for example by monitoring boreholes or sampling adjacent watercourses.

As per How to comply with your environmental permit, Version 8, please refer to page 30 for the guidance you need to follow for infrastructure, including Sumps.

MANAGEMENT

ENVIRONMENTAL MANAGEMENT SYSTEM

Natural Resources Wales considers that the following condition of the environmental permit is being contravened:

Permit condition 1.1.1 states , "The activities shall be managed and operated:

(a) in accordance with a management system, which identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents and non-conformances and those drawn to the attention of the licence holder as a result of complaints; and

(b) by sufficient persons who are competent in respect of the responsibilities to be undertaken by them in connection with the operation of the activities."

This has therefore been scored as a **C3 non-compliance which could have a minor environmental effect** under (C2) Management Systems.

BECAUSE

This is being scored as a root cause breach, as a root cause of the breaches identified above.

ACTION REQUIRED: Please refer to individual breaches for actions.

Further to the volumes of wood waste and storage practices discussed above, the Environmental Management System states that the site has a capacity of 5,000 tonnes, however when officers attended on Monday 4th October 2021, the remaining material of approximately 1,600 tonnes, specifically in relation to stockpile 2, with the Site Manager estimating roughly a 1,000 tonnes, this amount was unable to be managed appropriately and stored in a manner that is compliant with the Fire Prevention and Mitigation Plan guidance.

PLEASE NOTE. Clarification is required regarding the site's capacity, in relation to whether this capacity adequately allows for the requirements set out in the Fire Prevention and Mitigation Plan guidance. At this stage, please consider the information provided above, as this will be addressed following the review by Natural Resources Wales of the revised Environmental Management System provided by the Operator, as requested in Compliance Assessment Report reference CAR_NRW0038550.

We wish to thank the Site Manager for their time during the visit. The site visit concluded at approximately 1343 hrs.

For information purposes only:

Please be advised that on all future site visits, due to the sites heavy flow of vehicles coming on, off and around site and as there are no designated walkways, officers will ask the Site Manager whilst being escorted around site, for all activity in the yard to be stopped on site for the duration of the visit, to ensure the safety of officers and all persons present.

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 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

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.