

Compliance Assessment Report

Report ID:
CAR_NRW0033799

This form will report compliance with your permit as determined by an NRW officer

Site	Bridgend Paper Mill EPR/EP3738NG		Permit Ref	EP3738NG	
Operator/Permit holder	WEPA UK Ltd				
Regime	Installations				
Date of assessment	28/06/2018	Time in	10:00	Out	16:00
Assessment type	Audit				
Parts of the permit assessed	See Below				
Lead officer's name	Dunn, Karen				
Accompanied by					
Recipient's name/position	Steve Barwick / Health Safety and Environment Manager	Date issued	09/01/2019		

Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations or the licence under the Water Resources Act 1991 as amended by the Water Act 2003. A detailed explanation is captured in "Compliance Assessment Report Detail" (Section 2) and any actions you may need to take are given in the "Action(s)" (section 4). This summary details where we believe any non-compliance with the permit has occurred, the relevant condition and how the non-compliance has been categorised using our Compliance Classification Scheme (CCS). CCS Scores can be consolidated or suspended where appropriate, to reflect the impact of some non-compliances more accurately. For more details of our CCS scheme, contact your local office.

Permit conditions and compliance summary	CCS Category	Condition(s) breached
A1 - Specified by permit	A	
B4 - Infrastructure - Containment of stored materials	C2	3.2.3
G1 - Monitoring and Records, Maintenance and Reporting - Monitoring of emissions and environment	A	
H2 - Resource Efficiency - Energy efficiency	A	

KEY: See Section 5 for breach categories, suspended scores will be indicated as such.

A = Assessed or assessed in part (no evidence of non-compliance), **X** = Action only, **O** = Ongoing non-compliance, not scored.

Number of breaches recorded	1	Total compliance score (see section 5 for scoring scheme)	31
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If the Number of breaches recorded is greater than zero, please see Section 3 for our proposed enforcement response

Section 2 – Compliance Assessment Report Detail

This section contains a report of our findings and will usually include information on:

- The part(s) of the permit that were assessed (eg. Maintenance, training, combustion plant, etc)
- Where the type of assessment was 'Data Review' details of the report/results triggering the assessment
- Any non-compliances identified
- Any non-compliances with directly applicable legislation
- Details of any multiple non-compliances
- Information on the compliance score accrued inc.
- Details of advice given
- Any other areas of concern
- Any actions requested
- Any examples of good practice
- A reference to photos taken

SEE FINAL CAR ISSUED ON DMS (FORMATTING ISSUES WITH SYSTEM WORD USED)

This was a pre-arranged visit and the company's representatives present during the audit were:

Steve Barwick (SB) – Environment and Health Safety Manager
Richard Mordecai (RM) – Senior Process Technologist
Steve Loveluck (SL) – Environment and Health and Safety Officer
Paul Riley (PL) – Facilities Engineer
Rhannon Evans (RE) – Student Placement

The following agenda was sent in advance of the audit:

Actions from last visit CAR form (ref NRW0031842)

Update on water treatment plant.

Brief update following NRW face to face with EA sector group following in May 2018.

Update on EMS transition to 14001:2015 – Environmental 'Objectives and Targets 2018'.

Revised BREF deadline September 2018 – All on track Reg 60 becomes auditable.

Permit condition 1.2 Energy Efficiency.

Site tour looking at the areas visited by the audit.

AOB – Raw material hazardous storage and hazardous Waste Storage.

Introduction and Overview

The audit began with an overview of current matters with the most significant being an imminent change from Northwood and WEPA Ltd to WEPA UK. The operator advised that WEPA Hygieneprodukte GmbH has acquired all shares in Northwood and Wepa Ltd and the Bridgend mill will form part of the wider WEPA Group. The WEPA Group is a family owned business with over 70 years of paper manufacturing experience. There is currently an on-going feasibility project involving the possibility of a new paper machine at the Bridgend mill. Following this news advice and guidance was provided during this audit concerning the notification considerations of the permit involving the name change.

The following environmental permit condition applied and has been replicated below for ease of reference:

4.3.4	Natural Resources Wales shall be notified within 14 days of the occurrence of the following matters, except where such disclosure is prohibited by Stock Exchange rules: Where the operator is a registered company: (a) any change in the operator's trading name, registered name or registered office address; and (b) any steps taken with a view to the operator going into administration, entering into a company voluntary arrangement or being wound up. Where the operator is a corporate body other than a registered company: (a) any change in the operator's name or address; and
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Etc. (NB/ Please refer to environmental permit reference EPR/EP3738NG for the full condition.)

Further advice on the requirement to submit an administrative variation for both the Environmental Permitting Regulations (EPR) permit and the abstraction licence was e-mailed after the visit. At the time of writing the administrative change request had been made to NRW by the operator for the EPR permit and the abstraction licence. The change for the abstraction licence had been issued with the EPR permit under operator review.



The operator said that business was good, and the company had taken on several new employees in converting. New employees undergo a week's induction at the paper mill and are informed on site operations including health and safety and environmental considerations. Information is also provided which includes a useful booklet outlining key staff, a site plan, the environment and health and safety policy, roles and responsibilities and the importance of spill control and emissions to the environment.

The operator advised that no significant spills had occurred of late and they were gradually continuing to roll out environmental training across the mill for continued improved awareness. This is especially important due to the mills location on and close to a major river or 'controlled waters'. Although improvements have been made on site some areas still need to move in the right direction. The operator explained that with the expansion and success comes greater pressures on the business, with space being at a premium at the mill that was built in the 1950's. This became apparent later in the audit on the site tour to the hazardous waste storage, chemical store or former 'Jonathan' paper machine basement and converting hall.

The operator hosts university students on placement to the mill on an annual basis. Chemical engineering students from Swansea University generally benefit from the programme however this year a biologist Rhiannon Evans from Bristol University was successful in gaining a placement position. Rhiannon joined part of the audit and advised on the tasks and knowledge she has gained on site which has benefited both parties.

Actions from last visit CAR form (ref: NRW0031842)

The actions from the previous compliance assessment report (CAR) form were reviewed with the operator which drew out current on-going matters for discussion.

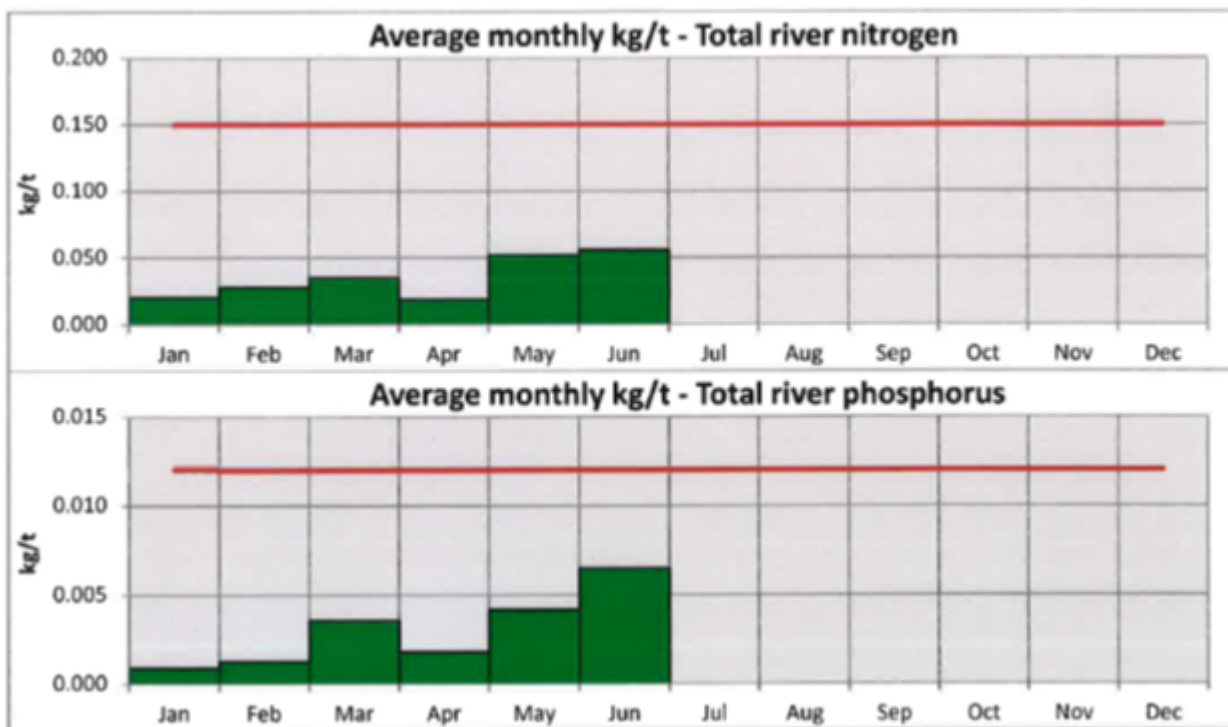
Action: KD to resend the NRW Fire Prevention Plan (FPP) Guidance (**complete**).

Action: Operator to review and consider the NRW FPP guidance and incorporate the advice and guidance where possible in the accident management plan and in line with the operator's insurer and the Fire and Rescue Service (FRS).

There was an action on the operator to consider improvements with a recirculation valve on the paper machine identified in the phosphorus increase study last year. This was linked to improvement condition 6 where a study was undertaken to help the operator meet the new best available technique conclusion (BATC 50) in the revised best reference document (BREF). The operator advised that the business had decided not to alter the re-circulation valve as it was no longer necessary.

A discussion was held on how the operator can meet the new emission limit values in the BREF for phosphorus and nitrogen. In meeting the new tighter limits, the operator has dispensed with nutrient dosing of nitrogen and phosphorus (when dosing the effluent treatment plant this had the potential to breach the ELV) and has changed to nitrogen dosing when required. Further discussions were held on the level of phosphorus and nitrogen in the abstracted river water. A copy of the most recent water quality testing of the River Llynfi carried out by the operator and the impact this has on managing the abstracted water was provided to KD. The graph has been replicated below and shows that the incoming water contains round half the emission limit value (ELV). KD advised that she would gain an update from the local NRM team any proposed phosphate stripping at the sewage treatment works located upstream of the mill as this could be a potential source. The local team advised that the water undertaker is currently working to an asset upgrade with possible phosphate stripping in around 2020.

The following water quality data was shared with KD to demonstrate the nitrogen and phosphorus in the incoming water.



RE has been working alongside RM and assisting in the on-site lab and undertaking sampling and analysis particularly around the effluent treatment plant (ETP). RE explained how along with a group of Swansea University students were shown 'kick sampling' by the NRW 'Sampling and Collection assistant Kate Thomas in the River Llynfi adjacent to the mill. The water quality in the River Llynfi is very important to the operator who has a keen interest in its health. Educating the placement students on the invertebrate life in the river as an indication of the water quality is most

beneficial, to understanding the environment and our natural resources, and the potential environmental consequences on not operating the mill within the agreed parameters.

NRW assess the River Llynfi as part of work required by the Water Framework Directive and kick sampling is undertaken on a rolling programme. In recent months due to the exceptional dry weather low flows have been experienced in watercourses across Wales.

Update on the new water treatment plant

The new water treatment plant for the incoming river water to the mill had just entered another 90-day commissioning period. The operator explained that several mechanical issues had been encountered which included a breakdown of the individual backwash valves. The valves have since been replaced and the plant operated for a full week prior to the NRW visit. During the week of full operation, the operator saw an improvement in filtration and water efficiencies that could be gained from the new plant after commissioning. During the site tour the operator's contractor who is managing the project on their behalf was represented by Dave Robertson who provided an overview of the configuration of the plant. The contractor explained how there is a level gauge in the mills holding tank or 'spider tank'. When the water level drops the pumps automatically kick in and ramp up to top up the tank and this was reflected on the dedicated water meter. Paul Riley the mills facilities Engineer also met with NRW at the new plant and a discussion was had on the difference from the old sand filtration system to the new package plant that uses glass as a filter media. The senior process technologist was also able to provide an update on the initial efficiency of filtration results which were looking good from dirt and silt of around 29mg/l from the sand filter to <1mg/l using the new plant.



Prior to the site tour it was advised that one of the filter beds was still in operation while the new plant is being commissioned. Following this current 90-day commission it is expected that the new plant will be handed over to the mill subject to training. The issues experienced with the new water filtration plant have had an impact on water usage and this was evident in the figures report in the 2017 annual report. Long term however this will improve as the efficiencies are realised when fully operational.

Action: Operator to update any procedures linked to the old water treatment plant within the sites EMS. The water treatment is listed in the environmental permit as a directly associated activity (DAA)

Brief update following NRW face to face with EA sector group following in May 2018

A brief update was provided to the operator on the most recent face to face Environment Agency sector group meeting. The meet focused mainly on the improvement condition programs in the reviewed EA environmental permits in preparation for the deadline of September 2018 (4th anniversary of the publication of the revised Bref).

Land-spreading of paper sludge continues to be high on the agenda of the EA Paper and Pulp

Sector Group through a waste exemption permit (<https://naturalresources.wales/permits-and-permissions/waste/register-your-waste-exemptions/?lang=en>). This is to ensure that the conditions of waste exemptions are being met and the correct application of paper sludge. The EA advised that they would be raising the importance of the use of the 'Code of Practice for the Spreading of Paper Mill Sludges'. This guidance is hosted on the industry body (CPI) website and can be found using the following link:

http://www.paper.org.uk/information/guidance/landspreadingcode_June16.pdf

Historically third-party audits have been undertaken by the operator to ensure that the paper sludge is being stored and applied in line with the code of practice. NRW encourages the operator to continue with this approach which is good practice. It is important for the operator to undertake third party audits to ensure that the wastes from the mill are being handled appropriately and in line with the relevant legislation and associated guidance. A discussion was held on the moisture content of the sludge and how alternatives have been considered in line with the application of the waste hierarchy such as its use in animal bedding. However due to the higher moisture content at present this was not a viable option.

KD advised of the recent update to 'Guidance on the Classification and Assessment of Waste' WM3.

The updated guidance can be found using the following link. It is important that the operator understands this updated document to ensure that any hazardous waste leaving the mill is handled and disposed of correctly:

<https://www.gov.uk/government/publications/waste-classification-technical-guidance>

Hazardous Waste Storage Area

A request was made to view the hazardous waste storage area, and this was viewed during the site tour. The storage area on site is in a redundant mill building known as the 'AGV Storage Area'. The building has the main power cable to the mill in an enclosed section at the far end. The building appeared to be in a state of disrepair having once housed a paper machine and was now being used for storage purposes including hazardous waste prior to offsite disposal. The building has a substantial basement which is considered secondary containment by the operator in the event of a spill however this was boarded off and looking down the stairs there was redundant equipment present. An inspection of the basement was not undertaken due to the status of the building so the presence of surface water drains could not be verified. However, the drains at surface level were evidently blocked in places and there was a door open with the closest receptor being made ground to the river. The inspecting office was not confident that in the event of a spill of the hazardous waste that it would not exit the building to controlled waters.

It was unclear if the Intermediate Bulk Containers (IBC) at the rear of the stored hazardous waste material were out of service and needed to be disposed of due to corrosion. Drums displaying hazardous properties (HP14 Ecotoxic) were stored on top of IBC's which had been isolated from the pile as more containers were placed in front. The following photographs were taken in the 'AGV' storage area showing waste stored in the building, the corroded containers which could fail if used and below left the blue hazardous drums on top of the pile.



The stairs to the 'AGV storage' basement can be seen in the far-left photograph (boarded at the top and left of the green drum). The middle photograph below shows one of the blocked drains around the hazardous waste storage area and the open door across the floor to the nearby river. In the event of an incident it was considered that there was a real potential for the mobilisation of the hazardous waste along the pathway of nearest resistance through the open door to ground and the river. It is understood that anything entering the drains would initially enter the ETP however it would take manual intervention and reliance on a reactive response which could also knock out the plant. A preventative approach to secondary containment is required, and is discussed further below.



Chemical Store / Jonathan Basement

A request was also made by the inspecting officer to view the hazardous chemical store at the mill. KD was shown the area beneath 'Jonathan' (name of paper machine no-longer at the mill) basement which is being used to house incoming chemicals, inks, oils etc. used in the process. There was also some waste stored here, but it was mainly a store for incoming raw materials. The immediate concern was that the basement had been utilised and not originally designed for its intended use and contains numerous drainage lines along the floor for its original use. There was a flow of water through the drains and the operator explained that they all go to the ETP. It was apparent that space was at a premium in the basement and pallets of inks and hazardous materials in drums and IBC's had been placed on top of the drains. IBS's of kerosene used to wash the paper machine felt were also present and there was a sign on the wall which states that 'In the event of an oil spillage place plate in drain and contact Tech Dept 4519/4583/4615'.



The photograph opposite was taken of several IBC's of kerosene next to a drain with the red sign on the pillar advising of manual intervention in the event of a spill. If there was a significant incident such as a fire for example it is unclear how this place plate would be placed in the drainage line.

The following extract has been taken from the 'How to comply with your environmental Permit' and provides guidance in meeting permit condition 3.2.3.

<https://naturalresources.wales/media/2110/how-to-comply-with-your-environmental-permit.pdf>

Storage areas for intermediate bulk containers (IBCs), drums, bags, and so on, must be designed and operated to minimise the risk of releases to the environment. In particular:

- where spillage of any stored substance could be harmful to the environment, the area needs appropriate kerbing or bund
- provide appropriate storage facilities for substances with special requirements for example, flammable, sensitive to heat or light, and formal arrangements should be in hand to keep separate packages containing incompatible substances (both “pure” and waste). Do not use plastic IBCs to store flammable materials
- locate storage areas away from watercourses, unprotected drainage systems and sensitive boundaries, (for example those with public access) and protect them against vandalism
- consider undercover storage / weatherproof covering where pollution can be significantly reduced by so doing
- storage areas should have appropriate signs and notices and be clearly marked-out, and all containers and packages should be clearly labelled
- state the maximum storage capacity of storage areas and do not exceed this, and specify and adhere to the maximum storage period for containers
- store containers with lids, caps and valves secured and in place - and this also applies to emptied containers
- regularly inspect all stocks of containers, drums and small packages (at least weekly)
- have procedures in place to deal with damaged or leaking containers.

The current situation concerning the Jonathan basement and hazardous waste storage area is considered a category 2 breach of permit condition 3.2.3. the permit condition has been replicated below for ease of reference:

3.2.3 All liquids in containers, whose emission to water or land could cause pollution, shall be provided with secondary containment, unless the operator has used other appropriate measures to prevent or where that is not practicable, to minimise, leakage and spillage from the primary container.

All non-compliances (except those relating to amenity) are categorised on their reasonable foreseeable impact on the environment and not their actual impact. A category 2 breach is a noncompliance at a regulated site that could foreseeably result in a significant incident. It is considered that in the event of an incident and the loss of the hazardous inventory within the Jonathan basement through a large spill or a fire there is unprotected drainage direct to the effluent treatment plant and controlled waters which relies upon manual intervention and a reactive response.

It was also noted that the signage was out of date as old terminology was being used namely ‘special waste’, although still used in Scotland.

Action: Operator to provide NRW with an inventory of the materials held within the Jonathan basement.

Action: Operator to review the suitability of the storage of both hazardous waste in preparation for disposal and the raw materials / chemical store beneath Jonathan basement stored on top of unprotected drainage.

The following photographs were taken during the site tour and show drums of hazardous raw materials including inks on top of unprotected drainage. There was a flow of water within the drain

at the time of the visit. Although the drains go to the effluent treatment plant it would take manual intervention to control a discharge which would be reactive rather than a preventative measure. Space is at a premium and numerous full IBC containers and drums were on the basement floor. There was some racking for IBC containers however hydraulic oils, kerosene and other chemicals were also being stored on top of drainage. In the event of a significant incident it is considered that there is a foreseeable risk to the environment.



Converting

It was good to see the fruition of a capital expenditure project at the mill with 2 new converting lines which were proposed at the last NRW visit. A new state of the art converting line (line 20) is now in place and in production. The line has a flying splice and a swing arm on the package line which can accommodate both toilet and kitchen roll. The line is faster however due to the premium product (soft tissue) produced by 'Jupitar' (paper machine) dust has again become an issue with no extraction in this location. Dust needs to be managed carefully as it can cause fires which in turn can be environmentally damaging. The management of dust continues to be high on the agenda of the EA paper and pulp sector group which NRW still attends for regulatory consistency. The following photographs were taken during the site tour in the converting hall and show the dust falling in the picture as it was prevalent within the air and a noticeable greater than in the last visit. The operator explained that dust is blown down daily and this was evident on the converting hall floor ready to be picked up. This can be seen in the photograph below right.



Environment Management System (EMS) BS EN ISO 14001:2015

Environmental permit condition 1.1.1 requires the operator to manage and operate the activities in accordance with a written management system. An Environment Management System (EMS) helps organisations identify, manage, monitor and control their environmental matters in a 'holistic' way.

In September 2015 a revised version of the environmental management system standards (BS EN ISO 14001:2015) was published giving 3 years to transition to the new version. After the 15 September 2018 certification to ISO14001:2004 will be invalid. The operator has been in the process of transitioning from the previous version of the recognised industry standard ISO14001:2004 to which the EMS was certified. During the 3-year period the operator required a transition audit to ensure renewal of the certification prior to the deadline. The operator was subject to a third-party audit in February and there were some actions arising from it to complete the transition. The mill is however expecting re-certification to the revised standard by the deadline.

The key changes outlined in the new standard are:

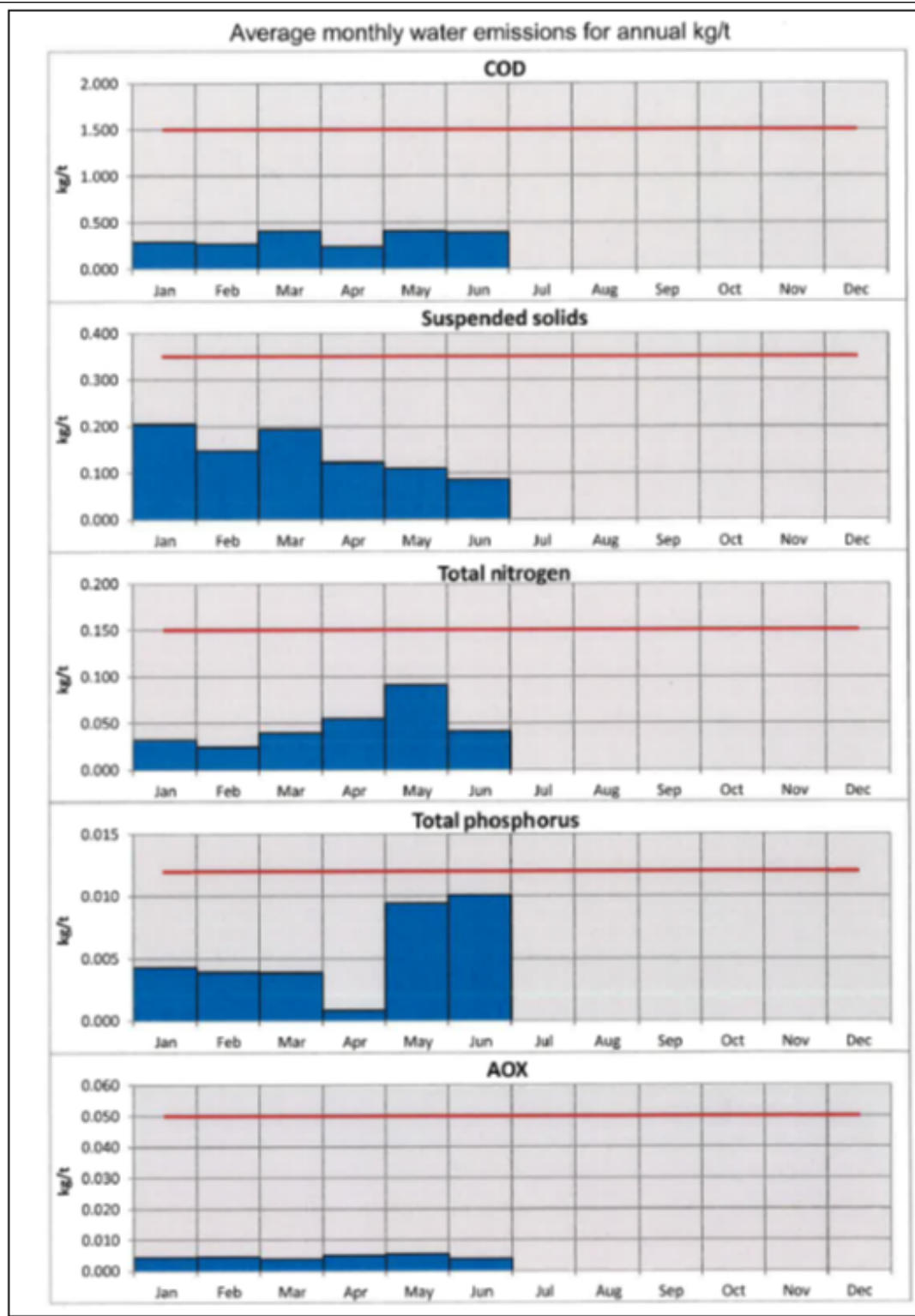
The updated and re-vised standard also follows a common structure with the same terms and definitions as several other management standards e.g. ISO 19001. It is understood that this will help organisations which choose to operate in a single or integrated management system to meet two or more standards simultaneously.

Action: Operator to provide a copy of the 2018 'Objectives and Targets' linked to the Environment Management System on e-mail to KD.

4th Anniversary of the publication (30.9.2014) of the official journal (30.9.2018) – Review of BATC document deadline

At the end of September 2018, it will be 4 years since the publication of the revised BREF for the 'Production of Pulp, Paper and Board' (30.9.2018). This date is significant in that the Best Available Techniques (BAT) conclusions will come into force for those that fall under the scope of the document. The operator advised during this visit that there were no issues in respect of this deadline. A discussion was held concerning the document submitted in response to the regulation 60 notice and a reminder that this would be auditable by NRW in respect of demonstrating BAT after 30.9.2018. The operator was able to share the 2018 monitoring to date which includes the revised emission limit values (ELV) and they are within compliance and on track for the deadline.

The results clearly show with the reduced ELV for total phosphorus and nitrogen how the incoming river water impacts on the results when compared to the charts in the above. This is however being managed carefully by the mill to meet the new limits which is good to see.



Conclusion

This audit mainly took a broad approach however some aspects of sites operations were examined in more detail that included the storage of raw materials and hazardous waste. The operator has incurred a category 2 breach of the permit from this audit in respect of permit condition 3.2.3 due to a mix of hazardous raw materials on un-protected drainage in the 'Jonathan' basement as well as the hazardous waste contained in the 'AGV storage'. NRW considers that these spaces have been utilised by the business which were structures historically designed for alternative uses. This is fine so long as they are now suitable for their current purpose. A building can be used as secondary containment so long as it is designed so there is minimum risk to the environment. From this visit it is considered that it is foreseeable that a

significant incident could arise from the current situation. It is understood that the basement drains will go to the effluent treatment plant if hazardous raw materials enter them however this relies on manual intervention to prevent a release to the environment. A preventative approach rather than a reactive one with the use of suitable storage of hazardous materials in a contained location is more appropriate. An action has been placed on the operator therefore to review the current raw material storage in the 'Jonathan' basement and the hazardous waste storage to get back into compliance.

[End]

EPR Compliance Assessment Report

**Report ID:
CAR_NRW0033799**

This form will report compliance with your permit as determined by an NRW officer

Site	Bridgend Paper Mill EPR/EP3738NG	Permit Ref	EP3738NG
Operator/Permit holder	WEPA UK Ltd	Date	28/06/2018

Section 3 – Enforcement Response

You must take immediate action to rectify any non-compliance and prevent repetition.

Non-compliance with your permit conditions constitutes an offence and can result in criminal prosecutions and/or suspension or revocation of a permit. Please read the detailed assessment in Section 2 and the steps you need to take in Section 4 below.

In respect of the above non-compliance you have been issued with a warning. At present we do not intend to take further enforcement action. This does not preclude us from taking additional enforcement action if further relevant information comes to light or offences continue.

Section 4 – Action(s)

This section summarises the actions identified during the assessment along with the timescales for when they will need to be completed.

Criteria Ref.	CCS Category	Action required/advised	Due Date
See Section 1 above			
B4	C2	Actions placed on report form to review the storage in	30/11/2018

Section 5 – Compliance notes for the Operator

To ensure you correct actual or potential non-compliance we may

- Advise on corrective actions verbally or in writing
- Require you to take specific actions verbally or in writing
- Issue a notice
- Require you to review your procedures or management system
- Change some of the conditions of your permit
- Decide to undertake a full review of your permit

Any breach of a permit condition is an offence and we may take legal action against you

- We will normally provide advice and guidance to assist you to come back into compliance either after an offence is committed or where we consider that an offence is likely to be committed. This is without prejudice to any other enforcement response that we consider may be required.
- Enforcement action can include the issue of a formal caution, prosecution, the service of a notice and/or suspension or revocation of the permit.

See our Enforcement and Civil Sanctions guidance for further information

This report does not relieve the site operator of the responsibility to

- Ensure you comply with the conditions of the permit at all times and prevent pollution of the environment
- Ensure you comply with other legislative provisions which may apply

Non-compliance scores and categories

CCS category	Description	Score
C1	A non-compliance that could have a major environmental effect	60
C2	A non-compliance which could have a significant environmental effect	31
C3	A non-compliance which could have a minor environmental effect	4
C4	A non-compliance which has no potential environmental effect	0.1

Operational Risk Appraisal (Opra) - Compliance assessment findings may affect your Opra score and/or your charges. This score influences the resource we use to assess permit compliance.

Section 6 – General information

Data protection notice

The information on this form will be processed by the Natural Resources Wales (NRW) to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s). The NRW may also use and/or disclose it in connection with:

- Offering/providing you with its literature/services relating to environmental matters
- Consulting with the public, public bodies and other organisations (eg. 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 its service
- Freedom of Information Act/Environmental Regulations request

The NRW may pass it on to its agents/representatives to do these things on its behalf. You should ensure that any persons named on this form are informed of the contents of this data protection notice.

Disclosure of information

The NRW will provide a copy of this report to the public register(s). However, if you consider that any information contained in this report should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within fifteen working days of receipt of this form indicating which information it concerns and why it should not be released, giving your reasons in full.

Customer charter

What can I do if I disagree with this compliance assessment report?

If you are unable to resolve the issue with your site officer, you should firstly discuss the matter with officer's line managers using the informal appeals procedure. If you wish to raise your dispute further through our official Complaints and Commendations procedure, phone our general enquiry number 0300 065 3000 (Mon to Fri 08.00 – 18.00) and ask for the Customer Contact team or send an email to enquiries@naturalresourceswales.gov.uk. If you are still dissatisfied you can make a complaint to the Public Services Ombudsman for Wales. For advice on how to complain to the Ombudsman phone their helpline on 0845 607 0987.

Welsh Language

If you would like this form in Welsh please contact your Regulatory Officer.