

FOOD HYGIENE RATING SCHEME – APPEALS PROCEDURE

Introduction:

Burnley Borough Council is participating in the National Scheme in partnership with the Food Standards Agency. The scheme provides consumers with information about hygiene standards in food businesses which supply food directly to consumers for consumption either on or off the premises. The purpose of the scheme is to help consumers make informed choices about the places where they eat out and from which they purchase food. This will also encourage food businesses to improve hygiene standards.

Food businesses covered by the scope of the scheme will be inspected by the Council's Food Safety Officers, and a food hygiene rating will be allocated. Burnley Borough Council will notify the food business of the rating within 7 days of the inspection. If no appeal is entered within a 21 day period following notification, the rating allocated will be submitted for publication on the National Food Hygiene Rating Scheme website at:

<http://ratings.food.gov.uk>

Submitting an appeal:

Should a food business operator wish to appeal the rating allocated, they are encouraged in the first instance to contact the relevant inspecting officer. Contact details are left with each food business at the time of inspection.

Should the matter not be resolved informally, a formal appeal may be lodged by submitting the attached appeal form to:

Jayne Enright
Environmental Health
Food Safety Team
Burnley Borough Council
1st Floor Parker lane
Burnley BB11 2DT
Or Envhealth@burnley.gov.uk

The appeal must be submitted within 21 days of the notification for it to be valid. The appeal will then be considered within 21 days following which the food business operator will be given written notification of the appeal decision. Pending the outcome of any appeal, the rating allocated will not be published on the website.

Should you require further information on the National food Hygiene Rating Scheme, please either contact the Councils Food Safety Service or visit the Food Standards Agency website at www.food.gov.uk.

Additional information:

Information is also available on the following aspects of the scheme:

- Requesting a revisit
- Using the “Right to Reply”
- Advice on which food businesses are included, excluded and exempted
- Advice on the ratings

FOOD HYGIENE RATING

Food Hygiene Rating Scheme Appeal form

Notes for businesses

- As the food business operator of the establishment you have a right to appeal the food hygiene rating given following your inspection if you do not agree that the rating reflects the hygiene standards and management controls found at the time of the inspection.
- **You have 21 days (including weekends and bank holidays) from the date of receipt of the notification letter to lodge an appeal.**
- Please use the form below and return it to the Lead Officer for Food from your local authority – contact details are provided with the written notification of your food hygiene rating.
- The Lead Officer for Food will review your rating and communicate the outcome of your appeal to you within seven days

| | | | |
|-----------------------------------|----------------------|---------------------------|----------------------|
| Food business operator/proprietor | <input type="text"/> | | |
| Business name | <input type="text"/> | | |
| Business address | <input type="text"/> | | |
| Business tel no | <input type="text"/> | Business email | <input type="text"/> |
| Date of inspection | <input type="text"/> | Food hygiene rating given | <input type="text"/> |
| Date notified of rating | <input type="text"/> | | |

- I do not agree with the food hygiene rating given by the food safety officer because (please explain below under each of the three headings):

| | |
|--|----------------------|
| Compliance with food hygiene and safety procedures | <input type="text"/> |
| Compliance with structural requirements | <input type="text"/> |
| Confidence in management/control procedures | <input type="text"/> |

| | | | |
|------------------|----------------------|------|----------------------|
| Signed | <input type="text"/> | | |
| Name in capitals | <input type="text"/> | | |
| Position | <input type="text"/> | Date | <input type="text"/> |

Any personal or special information you provide will be held by the Council on computerised and manual files (data may be made available on a public register as required by relevant legislation). Processing of the data will be necessary in order to fulfil its official functions. The data may also be disclosed to other departments within the Council or other organisations, but only to ensure compliance with relevant legislation or for identification purposes or to prevent and detect fraud or a crime. Burnley Borough Council is a Data Controller in accordance with Data Protection legislation. The data may also be processed by third parties who provide services on behalf of the Council. More details may be found in the Privacy Notice on the Council's website <https://www.burnley.gov.uk/about-council/other-information/privacy-notice-formally-fair-processing-notice>