

FOOD HYGIENE RATING

YOUR SAFEGUARDS

Food Hygiene Rating Scheme (FHRS)

You will be given a rating based on a calculation made following the inspection; this will be shown on the report given to you at the time of the inspection or in a letter following the inspection. You will also be given a sticker (display of the sticker is advisable but not mandatory) your rating will be uploaded to the Food Standards Agency website www.food.gov.uk/ratings. If you were given a rating of 5 this will be published at the next upload. Uploads take place on Tuesdays at least every 14 days. If your rating was 4 or less it will not show on the website until the appeal period has elapsed. (21 days from the date of the inspection). In certain circumstances you may not be notified of your score at the time of the inspection. In this case the 21 day appeal period starts from the date you are informed of your rating in writing from us. (email or letter)

Grounds for Appeals Against Ratings

You cannot appeal because you have put things right following the inspection; you can only appeal if you think the rating was incorrect compared to the guidance on scoring in the brand standard and code of practice. If you disagree with the rating given it is advisable to first discuss this with the officer who carried out the inspection (although this is not part of the appeals procedure it may help to clarify things). If after you have spoken to the inspector you still think that your rating is incorrect you can appeal your rating by following the appeals procedure Your appeal must be made within 21 days of the date you were informed of the rating. The procedure and forms for appeals are on our web site. www.havering.gov.uk. The food hygiene rating scheme is governed by the Food Standards Agency which has provided detailed operational guidance known as the Food Hygiene Rating Scheme Brand Standard available at www.food.gov.uk. You will need to explain clearly which elements you feel have been incorrectly rated in relation to the Brand Standard.

Right to Reply

You may make a comment (which will be published alongside your rating) in explanation of subsequent actions or mitigation for the circumstances at the time of the intervention. Search "Food Hygiene Rating right to reply" details on our website: www.havering.gov.uk .

Appeals against written advice

If you have been given written advice requiring you to take action to put matters right and you disagree with it, you should first discuss this with the inspecting officer. If you are unable to resolve the issue you can speak with, or if you prefer, write to their manager to see if the issue can be resolved. We have formal mechanisms for considering complaints against the actions of our officials. If you disagree with the outcome of this, you can approach your local Councillor or contact your local government or public services ombudsman.

The Food Standards Agency has also set up an independent appeals panel (IAP). The IAP will be able to consider disputes regarding advice of a technical nature where the local authority complaints procedures have been exhausted. *FHRS appeals are not dealt with by the IAP.* <http://www.food.gov.uk/business-industry/how-to-make-an-appeal>

Prohibition notices, seizure notices, detention notices, remedial action notices, improvement notices and prosecution already have detailed appeals mechanisms. The hygiene rating will be withdrawn if the Council becomes aware of serious breaches as described in the food law code of practice. The sticker remains the property of the London Borough of Havering and should not be displayed anywhere but on the premises it relates to.

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REQUEST FOR A VISIT TO RE-RATE YOUR BUSINESS

Please read these paragraphs carefully before applying

- If you have improved the hygiene standards that were highlighted as defective in your inspection report, you can request a revisit inspection.
- **There is a non-refundable charge of £202 payable in advance for this service.**
- You should try to provide as much evidence as you can to demonstrate that you have improved in one or all of the scoring areas. **Look at the report provided following your inspection and on a separate piece of paper please provide evidence detailing the measures you have taken to improve your scores in the areas where you scored more than zero (e.g. photographs, copies of relevant documents and written notes if necessary);**
- **Do not send payment with your application** we will phone you to confirm that there is enough information provided for us to formerly accept your application and arrange payment over the phone.
- The rerating inspection visit will be unannounced and will be carried out within 3 months of receipt of payment.
- There is no limit to the number of times you can pay for re-rating inspections.
- If we fail to visit within 3 months of receipt of payment we will refund your payment and make a free rerating visit.
- The Inspector will give a food hygiene rating based on the level of compliance that is found at the new inspection' if other things have deteriorated this may cause the rating to go down or remain the same.
- Any non-compliance with food law found during an inspection will be assessed using our published enforcement policy.
- You can wait until your next scheduled inspection, you can ask the inspector when this is likely to be and you will be given an estimated date. The authority is under no obligation to keep to any dates given, inspections may occur before or after estimated dates and will always be unannounced.

Name & Address of Business: (please print)
.....

Date of inspection

Rating given at that inspection:

Inspector's Name:.....

Signature

Please print your Name

Date Phone no.

Job Title

Email

PLEASE RETURN THIS FORM TO:
The Food Safety Division
London Borough of Havering
Public Protection
Town Hall, Main Road
Romford, RM1 3BD
Environmental.health@havering.gov.uk

Please note that if your business fails broad compliance (a rating of 2 or less) we will carry out a statutory re-visit to check compliance with food law. Your business will not be re-rated at the statutory re-visit.

Please check our enforcement policy for further information.

See overleaf for appeals against your rating and a public right to reply

Please help improve the service you receive by completing the short survey at www.surveymonkey.com/r/publicprotectionsurvey