



## **FOOD HYGIENE RATING SCHEME – “RIGHT TO REPLY” PROCEDURE**

### **Introduction:**

Pendle 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. Pendle Borough Council will notify the food business of the rating within 14 days of the inspection. If no appeal is entered within a 14 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>**

### **Right to Reply procedure:**

Food business operators have a 'right to reply' following the food hygiene inspection, which will be published on the website with the rating. Comments should be sent in writing using the attached form to the inspecting officer at:

Environmental Health

Town Hall, Market Street

Nelson, Lancashire. BB9 7LG

The text published on the website may be edited to remove any offensive, defamatory, or clearly inaccurate or irrelevant remarks.

Should you require further information on the National food Hygiene Rating Scheme, please contact the Council's Food Safety Service or visit the Food Standards Agency website at [www.food.gov.uk](http://www.food.gov.uk).

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**Additional information:**

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

- Submitting an appeal
- Requesting a revisit
- Advice on which food businesses are included, excluded and exempted
- Advice on the ratings

# FOOD HYGIENE RATING

## Food Hygiene Rating Scheme 'Right to reply'

### Notes for businesses

- As the food business operator of the establishment you have a 'right to reply' in respect of the food hygiene rating given following your inspection.
- The purpose is to enable you to give an explanation of subsequent actions that have been taken to make the required improvements as detailed in the inspection letter, or to explain mitigation for the circumstances at the time of the inspection. It is not for making complaints or for criticising the scheme or food safety officer.
- If you wish to use this 'right to reply', please use the form below and return it to the food safety officer that undertook your inspection - contact details are provided with the written notification of your food hygiene rating.
- Your comments will be reviewed by the food safety officer and may be edited in order to remove offensive or defamatory remarks before being published online and displayed together with your food hygiene rating at [food.gov.uk/ratings](http://food.gov.uk/ratings).
- There will be a statement at [food.gov.uk/ratings](http://food.gov.uk/ratings) that will highlight that the accuracy of your comments has not been verified by local authority officers.

Food business  
operator/proprietor

Business name

Business addresses

Date of inspection

Food hygiene rating  
given

- ☐ I agree with the inspection results but have since carried out the following improvements (tick all that apply):
- ☐ The establishment has been thoroughly cleaned and procedures are in place to ensure that cleanliness is maintained.
  - ☐ The establishment has been or will shortly be fully renovated.
  - ☐ A new management system has been implemented.
  - ☐ There is now a new manager and/or new staff.
  - ☐ The staff have been trained/re-trained/given instruction/are under revised supervisory arrangements.
  - ☐ Other – please expand below and use only the space provided

- ☐ The conditions found at the time of the inspection were not typical of the normal conditions maintained at the establishment and arose because (Please explain below and use only the space provided. You can also state any other improvements made):

Signed

Name in capitals

Position

Date