

Food Hygiene Rating Scheme: Request for a re-visit

Notes for businesses:

- As the food business operator of the establishment, you have a right to request a re-visit for the purposes of re-rating if you have taken action to rectify the non-compliances identified at the time of inspection.
- **We make a charge for this service of £207.00. The re-visit will be carried out within three months of the receipt of your request and payment of the fee. Details of how payment is taken are given on the following page. There is no limit on the number of requests you may make, but the fee will apply for each request.**
- You can make your request at any time after the statutory inspection provided that you have made the required improvements.
- You must provide details of the improvements made with your request, including supporting evidence where appropriate. If we consider that you have provided sufficient evidence that the required improvements have been made, an unannounced visit will take place.
- A Wirral Council Food Safety Officer will give you a 'new' food hygiene rating based on the level of compliance that is found at the time of the re-visit - **you should be aware that your rating could go up, down or remain the same.**
- To make a request for a revisit, please use the form below.

Business details

Food Business Operator:

Business Name:

Business Addresses:

Daytime Contact
telephone number:Contact
email:

Inspection details

Date of inspection:

Food hygiene rating given:

Action taken

Please describe the remedial action you have taken with reference to the issues identified in the inspection letter/report provided to you by your local authority with your score:

Compliance with food
hygiene and safety
procedures

Compliance with
structural
requirements

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Confidence in
management/contr
ol procedures

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Please provide any other supplementary
evidence (e.g. photographs, invoices, copies
of relevant HACCP documentation etc.).

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Signature

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Name in capitals

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Position

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Date

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Please now return this form to:

Email: environmentalhealth@wirral.gov.uk

or by post to: Neighbourhood Services, Environmental Health Division, PO Box 290, Brighton Street,
Wallasey, Wirral, CH27 9FQ.

What happens next?

Once your application has been received by email/post, it will be allocated to an Officer (usually the Officer who undertook the initial inspection). The Officer will assess your application and any additional information you have submitted within **14 days** of receiving the application.

Once the Officer has assessed your application, they will contact you by phone or email to advise that your request for a revisit has been accepted or not accepted, giving you reasons why this is the case. The Officer may call you to discuss the actions you have taken since the inspection.

You will then be contacted the following **Wednesday after 10am** by a member of our Service Support team to take the required payment of £207.00. We accept payment by card only. No cash or cheque payments. The number you are called from may appear as caller ID not known. Please provide your daytime contact number on the front of the form.

The re-visit will be carried out by an Officer within three months from the date the payment is taken. This inspection will be unannounced.

If you wish to discuss the process further, please contact the Officer who undertook your inspection in the first instance or call 0151 606 2430 for general advice on the request a revisit procedure.