

London Scores on the Doors scheme

Business Right of Reply form

Under this scheme, there will be no re-inspection and re-scoring of premises upon request. Scoring will only be carried out on inspections that are within the authority inspection programme, or in circumstances described in the national code of practice for inspections outside the programme (e.g. where a complaint has been received). However, we recognise that the star ratings applied following an inspection are a “snapshot” and only reflect the circumstances found at the time of the inspection and that these may change at any time. As the proprietor of the business you therefore have a right to make a reply to the star rating applied following your inspection.

If you wish to make a reply that will be displayed on the website with your rating, please use the form below and return to the address at the bottom of the form within 14 days of receipt of the notification of your rating.

Your comments will be reviewed and may be edited before being published on the website. Any offensive or defamatory remarks will not be published. The purpose of this facility is to enable you to give an explanation of subsequent actions or mitigation for the circumstances at the time of the inspection, rather than to make complaints or criticism of the scheme or inspecting officer.

Business name:

Address:

- I do not agree with the inspection results
- I agree with the inspection results but have since carried out the following improvements (tick all that apply) :
 - the premises have been thoroughly cleaned
 - the premises have been or will shortly be fully renovated
 - the premises has implemented a new management system
 - the premises has a new manager and/or new staff
 - the staff have been retrained

- the conditions found at the time of the inspection were not typical of the normal conditions maintained at the premises and arose because:

Write in the space below to explain (e.g. chef was taken ill, boiler had just broken down etc. You can also state any other improvements carried out). Please only use the space provided.

.....

Signed: Name:Date:

These comments will be reviewed by the inspecting officer and subject to any editing as stated above, will be entered against the website entry for your business within 14 days of receipt. Please note the website will state the accuracy of your comments has not been verified by our officers.

If you wish to view your website entry visit : www.food.gov.uk/scores

Once completed, please return this form to:

[Borough name]
 [Address]

