

FREQUENTLY ASKED QUESTIONS



FOOD HYGIENE RATING SCHEME

What do I need to do to get the top food hygiene rating?

All businesses should be able to achieve the top rating. To do this you must be able to demonstrate very good compliance with legal requirements for food hygiene. The level of compliance will be assessed by the food safety officer when your business is inspected.

How is this assessed?

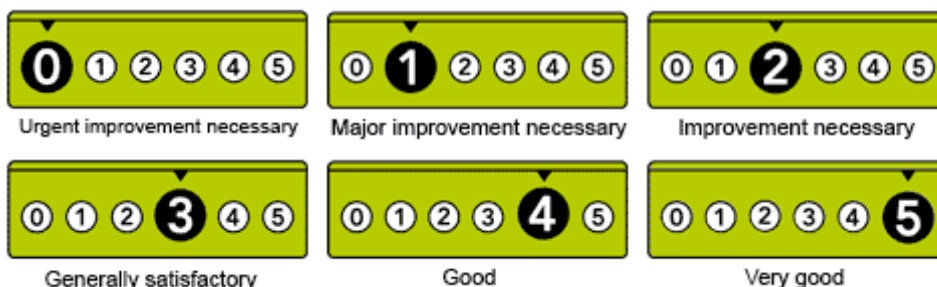
Your food hygiene rating is based on the level of compliance in three areas:

- **How hygienically the food is handled** – safe food preparation, cooking, re-heating, cooling and storage.
- **The condition of the structure of the premises** – cleanliness, repair, layout, lighting, ventilation, other facilities, and pest control.
- **How the business manages what it does to make sure food is safe** - This includes documenting food safety procedures, staff knowledge of food hygiene, and how confident the food officer can be that standards found will be maintained in the future.

What are the different ratings?

The food hygiene rating reflects the hygiene standards found at the time the business is inspected by a food safety officer. These officers are specially trained to assess food hygiene standards.

A business can be given one of these ratings:



What can I do if I am not happy with my rating?

In order to ensure that the Food Hygiene Rating Scheme is fair to businesses, it has been designed to include a number of safeguards. These are an appeal procedure, a 'right to reply' and an opportunity to request a re-visit when improvements have been made. There is also an 'opt in' form for 'exempt' businesses that supply consumers but have not been routinely given a food hygiene rating.

APPEAL PROCEDURE

If you believe that the rating is wrong, unfair or does not reflect the standards at the time of the inspection you can appeal against the score. You must appeal within 14 days from being notified of your food hygiene rating score, this includes weekends and bank holidays. If you lodge an appeal within this time frame it will be reviewed and you will be contacted within 7 days.

RIGHT TO REPLY

This lets you explain to potential customers any actions that you have taken after your inspection to improve hygiene standards at your premises, or to say if there were unusual circumstances at the time of the inspection that might have affected your food hygiene rating. These comments will be published online with your food hygiene rating.

REQUEST A REVISIT

If you make improvements to the hygiene and food safety issues raised during your last inspection you can ask for a re-visit before the next planned inspection. This will allow the hygiene standards in your premises to be reassessed with a view to giving you a new and higher food hygiene rating. Please be aware depending on the findings on the day of the inspection your score may remain the same, or decrease. You only get one opportunity to be re-scored before your next planned inspection.

As long as a period of 3 months or more has passed following your inspection, we will re-visit within 3 months of your request.

OPT IN

If you think consumers perceive your business to be a food business you can request to be included in the scheme. Please note that if you 'opt in' you cannot 'opt out' if you are unhappy with the score you receive.

Please return to the main webpage to complete the 'Appeal', 'Request for Revisit', 'Right to Reply' or 'Opt in' form.

Can I advertise my hygiene rating on menus or on my web page?

Yes, it is a good idea for businesses to show their customers how seriously they take food hygiene.

Some of the published details about my food business are incorrect?

If any of the details about your food business are incorrect please contact the Business Compliance and Improvement Section at Wigan Council by emailing your enquiry to comm@wigan.gov.uk or telephone 01942 489330.