

# Thurrock Council

## Food Hygiene Rating Scheme – right to reply

### How we will use your information

We will use your information to provide the service requested. We may share your personal data between our services and with partner organisations, such as government bodies and the police. We will do so when it is of benefit to you, or required by law, or to prevent or detect fraud. To find out more, go to [thurrock.gov.uk/privacy](http://thurrock.gov.uk/privacy). Get free internet access at libraries and community hubs.

### Food business details

Operator / proprietor			
Business name			
Business address			
Phone number		Email address	

### Inspection details

Date of inspection		Food hygiene rating given	
--------------------	--	---------------------------	--

### Comments

- I agree with the inspection results and have since carried out the following improvements:
- the establishment has been thoroughly cleaned and procedures are in place to make sure that cleanliness is maintained
  - the establishment has been, or will shortly be, fully renovated
  - a new management system is in place
  - there is now a new manager and / or new staff
  - staff have been trained, retrained, given instruction or new arrangements for supervision
  - other, specified below:

--

- The conditions found at the time of the inspection were not typical of normal conditions at the establishment and arose for the following reasons:

--

Signature			
Full name			
Job title		Date	

## Guidance notes for business

As the food business operator of the establishment you have a 'right to reply' in respect of the food hygiene rating you received following your inspection.

The 'right to reply' a chance for you to explain:

- actions you have taken to make the improvements required in the inspection letter
- mitigation for the circumstances at the time of the inspection

The 'right to reply' is not for

- making complaints
- criticising the scheme
- criticising the food safety officer

If you would like to use your right to reply:

- your comments will be reviewed by the food safety officer and may be edited to remove any offensive or defamatory remarks before being published together with your food hygiene rating at [food.gov.uk/ratings](https://www.food.gov.uk/ratings)
- will add an accompanying statement at [food.gov.uk/ratings](https://www.food.gov.uk/ratings) to say we have not confirmed the accuracy of your comments
- contact details for the lead officer for food are provided with the written notification of your food hygiene rating

**Return this form by email to [foodsafety@thurrock.gov.uk](mailto:foodsafety@thurrock.gov.uk) or by post to the Food Team at:  
Public Protection, Thurrock Council, Civic Offices, New Road, Grays, RM17 6SL**

For more information, go to [thurrock.gov.uk/food](https://www.thurrock.gov.uk/food) or the Food Standards Agency at [food.gov.uk](https://www.food.gov.uk).

