

Our services

The Commercial Environmental Health Service works with businesses to protect people from food poisoning and being sold unsatisfactory food.

We inspect businesses, telling them where they need to improve and taking enforcement action if necessary. We also inspect food businesses in response to complaints from members of the public. We will prioritise complaints about things which put people's health at serious risk.

Our promise

- We will contact new food businesses, within one week of receiving their food registration form, to make sure they meet food-safety standards.
- We will respond to all enquiries and complaints about businesses and food within one working day.
- We will contact you as soon as we have reached a decision on your case.
- If we inspect your food business, we will give you a written inspection report, which will tell you what you need to do to meet food-safety standards.
- We will use the 'Scores on the Doors' website to make information about the hygiene and food safety of local businesses available to members of the public.

We will not do the following.

- We will not help you if you are making a claim for compensation as a result of being sold unsatisfactory food. For advice on this, please call Consumer Direct on 08454 04 05 06 or visit the website at www.consumerdirect.gov.uk.
- We will not return food that you have given to us as evidence.

How you can help us

- If you have a concern about food or a food business, please contact us as soon as possible, giving us the business's trading name, full address and phone number.
- If you are making a complaint, please keep hold of all documents that are relevant to your enquiry as our officers may need to see them.
- If you are a new food business in Haringey, please contact us before you open for trading.
- We welcome your views about our service. Please tell us how you think we can improve.

Find out more

For more information on what enforcement action we can take, please see our information sheet 'Food Safety: Enforcement Powers'.

You can find more information about food safety, including the 'Scores on the Doors' scheme, at www.haringey.gov.uk/foodhealthsafety.htm.

Phone: 020 8489 5558

Emergencies out of office hours: 020 8348 3148 (between 5pm and 8.45am)

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