

Health and Safety

SERVICE STANDARDS

Our services

The Commercial Environmental Health Service works with businesses to protect people's health and safety by making sure that the risks in the workplace are managed properly.

We inspect businesses, telling them where they need to improve and taking enforcement action if necessary. We also inspect businesses in response to complaints from members of the public and employees and following accidents in the workplace. We enforce no-smoking laws in all premises.

Our promise

- We will assess all reported accidents and investigate them, according to a priority system, within one working day.
- We will respond to all service enquiries and complaints about businesses within one working day.
- We will contact you by phone, letter or e-mail as soon as we have reached a decision on your case.
- We will refer matters to the Health and Safety Executive within one working day.

We will not do the following.

- We will not enforce health and safety in every business. Some businesses are enforced by the Health and Safety Executive (HSE). We are responsible for enforcing health and safety in retail, service, office and wholesale premises. For a full list of businesses that we are responsible for, please see our website, or contact the HSE information line on 0845 345 0055.
- We will not help with claims for compensation about accidents in the workplace. For advice on this, please contact Citizens Advice.

How you can help us

- If you have a concern about a business, please tell us the business's trading name, address, postcode and phone number, if possible.
- 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 'Health and Safety: Enforcement Powers'.

Website: www.haringey.gov.uk/enforcinghealth.htm

Phone: 020 8489 5558

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

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