

## **Requests for re-inspections for animal licences (re-rating process)**

To ensure fairness to businesses, local authorities must have a procedure in place for undertaking re-inspections at the request of the business for re-assessing their star rating.

The re-inspection mechanism applies in cases where businesses with star ratings of 1 to 4 have accepted their rating and have subsequently made improvements to the business operation which would influence the rating. Businesses should be aware that re-inspection for re-rating purposes could lead to a lower rating being awarded rather than an increase in rating.

### **Who pays for a re-inspection visit?**

Re-inspections are undertaken on a cost-recovery basis and so the business will be required to pay for the costs of the inspection. The cost of a re-inspection visit can be found on our website [www.westsuffolk.gov.uk](http://www.westsuffolk.gov.uk) in the animal licensing section.

### **When is the inspection carried out?**

The re-inspection should take place within three months of receipt of the request. Where an inspection does not occur within the three months, the business can raise the issue with the Commercial Environmental Health Team Leader. If the matter cannot be resolved, the business has recourse to the local authority complaints procedure.

### **How many re-inspections can a business request?**

There is no limit to the number of re-inspections a business can request, however, there will be a fee for each visit charged at full cost recovery.

The local authority can refuse to undertake a re-inspection where there is insufficient evidence to indicate that standards have improved. If a local authority refuses to re-inspect then the licensee can challenge this decision with the Commercial Environmental Health Team Leader.

### **How should a business request a re-inspection?**

The request must be made in writing (including by email) using the contact details below and should outline the case for a re-inspection. It should include details of the changes that the licensee has made since the original inspection together with the supporting evidence, where appropriate. The supporting case should refer to those actions that the local authority informed the business would need to be made to achieve a higher rating.

### **Contact details:**

E-mail:

[foodandsafety@westsuffolk.gov.uk](mailto:foodandsafety@westsuffolk.gov.uk)

Postal address:

Commercial Environmental Health Team Leader  
West Suffolk Council  
West Suffolk House  
Western Way  
Bury St Edmunds  
Suffolk  
IP33 3YU

**Where there is a supporting case, must a re-inspection take place, or can a new rating be given based on documentary evidence?**

A re-inspection must be made. A new rating must not be given based on documentary evidence only.

**Where a re-inspection takes place, will this be unannounced?**

Re-inspections may be undertaken without notice (unannounced), but this will depend on the reason for the re-inspection. Inspections can be by appointment, unless an unannounced visit is necessary to ensure that compliance is checked properly (for example, if the non-compliance was related to cleanliness standards).

**If standards have not improved or have deteriorated at the time of the re-inspection, will a lower rating be given?**

The re-inspection will review not only the improvements that have been made but also will check general compliance levels. It should be noted that while a rating can improve, a re-inspection can result in a rating being reduced, or remaining the same.