

## **Service Standards: Environmental Health 2019 – 2021**

### **Environmental Health Complaints and General Contact**

Environmental Health staff will aim to return your contact within 48hrs of receipt. Contact will always be returned to you within 5 working days.

If an "out of office" message is received upon email please resend your email to [environmentalhealth@scilly.gov.uk](mailto:environmentalhealth@scilly.gov.uk)

### **Registration as a New Food Business Operator**

Environmental Health staff will aim to return your contact within 14 days of receipt. An inspection of your premises will usually occur within 28 days of your commencing trading.

### **Notification of Communicable Disease**

Environmental Health staff will aim to return your contact within 24hrs of receipt. You will be required to complete a telephone consultation and questionnaire which we will discuss with Public Health England.

### **Food Safety Incident (Suspected or confirmed Poisoning etc)**

Environmental Health staff will aim to return your contact within 24hrs of receipt. You must contact your doctor if you have not already done so:

You will be required to complete a telephone consultation and questionnaire which we may need to discuss with the Food Standards Agency, The Health Protection Agency and Public Health England.