The Public Protection Team forms part of the Public Heath and Community Development Service. The service aims to ensure that Wealden's residents, visitors, young and old:

- Enjoy a high quality of life and sense of well being
- Are provided with food, drink and water that is safe and without risk to their health
- Have workplaces and homes that are safe
- Are given opportunities to improve their physical and mental health through exercise, leisure pursuits, cultural and social activities
- Live without fear of crime or threat to their personal safety

Tell us what you think?

We aim to deliver the right service at the right time, provide the information you require accurately and clearly and always act in a professional polite and customer friendly manner.

We welcome customer feedback, so please let us know how we are doing.

Contact points:

Head of Public Health and Community Services
Tel: 01323 443307
Email: foodandsafety@wealden.gov.uk

Public Protection Team Manager
Tel: 01323 443302

Front cover picture shows Peter Bayliss, Masterchef 2006, presenting Graeme Campbell from Ashdown Park Hotel with the Wealden Only the Best Award for excellence in food safety and customer care.

If you, or somebody you know, would like the information contained in this document in large print, Braille, tape/CD; or in another language please contact Wealden District Council on 01323 443322 or info@wealden.gov.uk quoting ref number DP152949.08.12

Wealden District Council
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Hailsham
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Open 8.30am-5.00pm Mon, Tue, Thur and Fri
9.00am-5.00pm Wednesday

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Safe food and safe workplaces

Customer Charter

Wealden District Council

This Charter sets out the standards you can expect from the Public Protection Team

The Public Protection Team ensures businesses meet legal requirements, and where possible achieve even greater standards, to provide the community with safe food and safer workplaces.

- We will respond to service requests within seven working days
- We will investigate serious incidents within one working day
- We will always provide feedback and ensure that there is an opportunity for discussion at the end of each inspection or visit.
- We will leave a written report of visit form summarising our findings and telling the proprietor what they can do if they think the outcome is not fair.
- We will publish our Food Safety and Health & Safety Service Plans once a year and will welcome comments from our stakeholders.
- We will inspect all food businesses rated as high risk at least once a year.
- Where following a routine inspection significant contraventions are found we will produce a report and send it to businesses within 14 days.

We have an Enforcement Policy that follows the principles of the Regulators Compliance Code 2007.

We will make a clear distinction between what are legal requirements and what we are recommending for reasons of best practice.

We will always identify ourselves by producing an official identity badge and explain our powers and why it is necessary to exercise them.

- We will provide a wide ranging regulation advice service to help small businesses to understand and comply with legal requirements.
- We cannot provide an individual consultancy service for businesses.

Our Corporate Standards

The following standards underpin the all the Council's dealings with its customers

- We will be polite and courteous
- We will be honest and fair in our dealings with you
- We will provide services that are fair and accessible to all
- We will respond quickly to requests for assistance
- We will explain what we are doing and keep you informed of what is happening
- We will keep commitments we make
- We will publish our standards
- We will record any complaints against the Council and deal with them openly and fairly
- We will seek and act upon the views of our customers and staff
- We will work as a team
- We will share and learn from good practice
- We will not tolerate violence abuse or threats

In addition

- We will use plain English – all of our customers have a right to receive application forms, letters, leaflets and documents from us that they can understand
- Letters requiring a reply will be responded to within ten working days
- Emails requiring a response will receive a reply within one working day – this may be an auto-reply if the email was addressed to an individual who is away from work
- We will answer 75% of all incoming telephone calls within 15 seconds
- We will make information available in a range of formats and languages on request.
- We will arrange for translation or an interpreter when required.
- We will provide a Minicom system and hearing loops in our public areas for people with hearing impairments.