

Re-rating request flow chart

Request must be made in writing (including email), and should outline the case for re-inspection, i.e. it should indicate the actions that have been taken by the business to improve the level of compliance or welfare since the inspection and, where appropriate, should include supporting evidence. The supporting case should refer to those actions that the local authority informed the business would need to be made in order to achieve a higher rating.

Is the request substantiated, and has the criteria been met?

Yes

Re-inspection fee must be paid

Full re-inspection carried out within 3 months of valid request – may be pre-arranged or unannounced if appropriate

Has the rating of the business changed?

Yes

Licence is varied accordingly

No

No

Local authority may refuse to undertake a re-inspection, but will provide reasons why, and state what measures are required before a re-rating inspection will take place.

Existing licence remains in force