



## **Food Establishment Complaint Process**

Once you have submitted your complaint, an inspector is assigned to schedule visiting the establishment to inspect for the violations noted on the complaint form. If the inspector is already currently working on a previous complaint on the subject property, your complaint will be added to the pending actions.

You must indicate on the Food Establishment complaint form a summary and the date, time and location you encountered the problem. Include any additional information including any medical intervention and/or if anyone else was affected.

### **Once an inspector has inspected the establishment, one or more of these actions may be initiated:**

- 1) The inspector may issue a notice to correct the noted health code violations. The notice in accordance with law must be acknowledged and signed by the owner or person in charge and then a copy mailed to the establishment.
- 2) Contained in the notice is a prescribed number of days in which the owner or agent must correct the violations. Should the owner fail to correct the violations in the prescribed time, operations may be discontinued. Continued non-compliance could result in revocation of business license
- 3) The inspector may accept the establishment's offer to voluntarily cease operations to correct several health code violations, if combined with a compliance plan and correction time line
- 4) If there is reason to suspect a food-borne illness outbreak, or other imminent health threat, the City may shut down establishment operations immediately and notify the Pennsylvania Department of Agriculture of intent to initiate investigations