



# ENVIRONMENTAL HEALTH



COUNTY OF LOS ANGELES  
**Public Health**

5050 Commerce Drive, Baldwin Park, CA 91706  
Telephone: (626) 430-5200 • Website: <http://www.publichealth.lacounty.gov/eh>

## WHAT TO EXPECT AS A FOOD OPERATOR

Food safety in Los Angeles County is a partnership between Environmental Health (EH) and the food industry. Together, we strive to ensure that the community is provided with safe food. As such, it is important that EH makes a commitment to improving our quality of service and our relationship with food operators. To build this partnership, it is important that food operators understand what they can expect from us, as well as know their rights and responsibilities.

### What can you expect from us?

- Considerate, respectful, and professional service.
- A clear explanation of the requirements, alternatives, and possible solutions associated with your inquiry or request.
- A response to your inquiry or request within three days.
- Fair and careful consideration of your issue.
- A clear explanation of our decisions.
- An open dialogue without fear of retaliation if you question our decisions.
- Clear guidance on how you can elevate your concerns to the next higher level of authority, if you disagree with a decision.



### What are the rights and responsibilities of the food operators?

#### Rights of Food Operators:

- Request additional information or clarification regarding a decision made by our inspector.
- Elevate your concerns to the next level of authority, if you disagree with an inspector's decision.
- Refuse entry to an inspector who does not have proper identification.

#### Responsibilities of Food Operators:

- Ensure compliance with food laws.
- Display the same level of professionalism which is expected from our inspector.
- Understand that the outcome of any inquiry or investigation regarding your food facility is based on food safety and sanitation requirements.



**For more information, please contact the Office of the Ombudsman at (626) 430-5300.**