



Food Service Establishment Business Owner's Bill of Rights and Inspection Code of Conduct

As a food service establishment business owner, you have the right to:

1. Courteous and professional treatment by inspectors. Please treat inspectors similarly.
2. Inspectors who identify themselves and the purpose of the inspection upon arrival.
3. Information about how long the inspection will take.
4. Knowledgeable, fair and impartial inspectors who enforce agency rules uniformly.
5. Information about City food safety rules, violations and possible remedies.
6. Directions for contesting violation(s) at the OATH Health Tribunal.
7. Inspections that are as unobtrusive as possible, while still allowing the inspection to be completed.
8. Answers to reasonable questions about the inspection and instructions for viewing results. (If equipment was moved or disassembled during the inspection, the inspector will return or reassemble it.)
9. Access to information in non-English languages. If needed, the inspector will use a language assistance program to communicate with you.
10. The chance to comment, anonymously and without fear of retribution, on inspectors' performance or conduct.

To submit confidential feedback on inspections, please visit **nyc.gov/customerurvey**.

To view this document in other languages, please go online to
www.nyc.gov/health/foodservice.