



# OMBUDS OFFICE FOR FOOD SERVICE ESTABLISHMENTS

**The Ombuds Office is a new service from the New York City Health Department. The office:**

- Accepts feedback about inspectors and the food service inspection process
- Investigates complaints about the inspection process
- Answers questions about the inspection process
- Suggests ways to improve the inspection process

## **To contact the Ombuds office:**

Call 646-632-6253

Email [infobfscs@health.nyc.gov](mailto:infobfscs@health.nyc.gov)

To submit confidential feedback, visit: [nyc.gov/health/foodservice](https://nyc.gov/health/foodservice)

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The Health Department thanks you for your comments.

Please note that the Ombuds Office does *not* settle Notices of Violation.

If you are a customer and wish to file a complaint about a food service establishment, please **call 311**.