

Our Commitment to Service Excellence

May 2025

ENVIRONMENTAL HEALTH



COUNTY OF LOS ANGELES
Public Health

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

What Food Facility Operators Should Expect from Environmental Health:

- Considerate, respectful, and professional service during health inspections, hearings, or investigations.
- A clear explanation of health and safety requirements, and alternatives and possible solutions to solve any problems or concerns.
- A response to your question or request within three business days.
- Fair and careful consideration of any concerns or issues that may come up.
- A clear explanation of EH decisions during a health inspection, hearing, or investigation.
- An open dialogue if EH decisions are questioned.
- Clear guidance on how you can elevate your concerns to the next level of authority, if needed.



Food Facility Operators Have the Right to:

- Request additional information or clarification regarding decisions made by one of the Environmental Health Specialists (health inspectors).
- Elevate concerns to the next level of authority if you disagree with a decision, without fear of retaliation.
- Refuse a health inspector's entry if he or she does not provide a Los Angeles County-issued identification card.



Food Facility Operators Have a Responsibility to:

- Ensure compliance with food, health, and safety laws.
- Display the same level of professionalism expected from EH health inspectors.
- Understand that the outcome of any inquiry or investigation regarding the food facility is based on food safety and sanitation requirements.

For any questions or additional information, please contact the **Quality Assurance Program** at **(626) 430-5300**.