

Inspection information

You are receiving this information because the Norwegian Food Safety Authority will be inspecting your premises. Below you will find information on why we will be visiting you, how the inspection will take place and what your rights and obligations are both during and following the inspection.

WHY IS THE FOOD SAFETY AUTHORITY GOING TO CARRY OUT AN INSPECTION?

The Food Safety Authority monitors compliance with regulations relating to

- the production and sale of food, including water and supplements
- holdings keeping animals, including fish and private pets
- the handling of by-products
- plants
- cosmetics and body care products
- veterinarians and other animal health professionals
- the sale of pharmaceuticals outside of pharmacies

Those responsible for such activities must ensure compliance with the applicable regulations.

We may monitor your compliance with the rules applicable to your activities. This monitoring generally takes the form of inspections.

The reason why we are coming to inspect your premises could be either that a routine inspection is due, a previous inspection is being followed up or that we have received a tip from a concerned member of the public.

OUR INSPECTIONS ARE USUALLY UNANNOUNCED

In general, inspections should be carried out without prior notice. This is to give us a realistic idea of how well you comply with the regulations in your day-to-day activities.

WE WILL TELL YOU WHO WE ARE, WHY WE ARE VISITING YOU AND WHAT WE WILL BE CHECKING

The inspector should start the inspection by showing you their Food Safety Authority ID, telling you why we are visiting you and what we will be checking. The inspector should inform you of the legal basis for the inspection if you are unfamiliar with it.

YOU ARE ENTITLED TO HAVE SOMEONE WITH YOU TO SUPPORT YOU DURING THE INSPECTION

If you do not wish to be alone with the Food Safety Authority's inspectors, you are entitled to ask a third party of your choice to be with you during the inspection. The person you choose must be able to get to the premises within a reasonable time so that the inspection does not have to be postponed. The Food Safety Authority determines what a reasonable time is.

YOU ARE ENTITLED TO OBJECT TO THE INSPECTION

If you believe that the inspection should not be carried out, you may lodge a complaint on the spot, either verbally or in writing. You may also lodge a complaint if you are the person responsible for the business but not present. In the latter case, you need to lodge a complaint as soon as possible and within three days at the latest.

The inspectors will then and there decide whether the inspection needs to be carried out or not. In most cases, the inspection will be carried out.

If you feel that the inspectors have behaved reprehensibly, you may report this to us by clicking 'Varsle oss' (Notify us) on mattilsynet.no.

YOUR DUTY TO CONTRIBUTE TO THE INSPECTION

You have a duty to help ensure that the inspection can be carried out as intended. This means that you must give the Food Safety Authority full access to the locations and premises where you carry out activities covered by the regulations we monitor compliance of when the Authority comes to inspect your premises.

You are also obligated to provide the Food Safety Authority with relevant information. Moreover, you may be asked to help us take samples, if applicable.

THE FOOD SAFETY AUTHORITY SHOULD DOCUMENT THE INSPECTION

The Food Safety Authority's inspectors should document their observations. They are therefore entitled to make notes and take photographs and videos. This safeguards your right to know what we base our decisions on and ensures that the decision may be overturned following an appeal or court proceedings.

Once the inspection has been completed, the inspector should review their findings with you and tell you what will happen next.

INSPECTION FOLLOW-UP

If no issues are identified, you will be notified of this by letter. If we find that the regulations have been breached, you will receive a letter detailing the inspection observations and warning you that we are considering writing a decision that you must rectify the issues identified. You will be given a deadline before which you may comment on the warning. In this way, you will have the opportunity to rectify any errors in the letter and give your views. You should notify us if you rectify the issues soon after you receive the warning.

Once the deadline for making comments has passed, the Food Safety Authority will review any comments received. You will then receive a new letter that either closes your case or notifies you that we have decided what issues you must rectify.

If it is urgent that issues are rectified, we may opt to not give you advance warning of our decision. In that event, you will receive an urgent decision directly from the Authority's inspector.

You must comply with the decision of the Food Safety Authority within the given deadline and notify us once everything is in order. If you do not comply with the decision, the Food Safety Authority may adopt stricter measures.

You can appeal the Food Safety Authority's decision. As a main rule, you are entitled to view the documents associated with your case.

FEES

If the Food Safety Authority deems it necessary to carry out another inspection to verify that you have complied with the decision, you will be charged a fee. There are some exceptions to this rule in specific cases.

FOR MORE INFORMATION, PLEASE CONTACT US

You are entitled to guidance on the regulations and case management. This means that you can request information about what regulations apply to your activities, where you can find said regulations and how to interpret them. You are also entitled to information about how your case is being handled and what your rights are.

You can find our contact details on mattilsynet.no or give us a call on 22 40 00 00.

Further information is also available on the pages on various subjects on mattilsynet.no.