

PNCC food business verification service

Registered food businesses must be verified either by Council or a third party. If Council is providing the service, you will enter into a contractual arrangement. For more information please contact our environmental health team: eps@pncc.govt.nz or 06 356 8199.

Confidentiality

All communication between us (the agency) and you (the customer) is treated with strict confidentiality. All electronic records maintained by us are only accessible by approved staff. You may request a copy of any correspondence on your customer file at any time – for example, a past verification report.

A Food Safety Officer or MPI representative may request verification information from us or you. We will notify you if any such person requests such information from us about your food business.

Complaints and disputes

If you have a complaint in relation to our services, or the person conducting them, or you dispute any recommendation put forward by your verifier, or you would like to comment on the service you received, the Palmerston North City Council contact for this is the Head of Environmental Protection Services.

Complaints will be dealt with in accordance with our Quality Management System. A copy of our policy in relation to complaints against staff can be provided on request.

All complaints or disputes are confidential.

Making a complaint

You can make a complaint in person by visiting the Council customer service centre, calling us on 06 356 8199, or writing to us – either through the online form on our [contact us page](#), or write to:

Head of Environmental Protection Services
Palmerston North City Council
Private Bag 11034
Palmerston North 4442

pncc.govt.nz/foodsafety