



Temporary Operational Instruction

**Action note: 2026-01-29 – FBO Partial audits
appeal process**

**Chapter 4.1 of the Manual for Official Controls
(MOC)**

Purpose

This action note is to inform operational staff of a new temporary operational instruction relating to the implementation of an appeal process for FBO Partial Audits.

Background

Industry representatives have raised with FSA the absence of an appeal procedure for our FBO partial audits arguing this is a requirement under the "[Regulators Code](#)". We have subsequently discussed this and agreed that a simple process should be defined to facilitate the review of partial audits (see below).

Procedure

Stage 1 – Informal Resolution

If an FBO disagrees with the outcome of the partial audit, they should contact by phone or e-mail in first instance the auditor who conducted the audit and attempt to resolve any issues informally. Contact should be made within 14 calendar days of receiving the audit report. The auditor will confirm in writing by e-mail whether the original findings stand or are amended (“the stage 1 outcome”).

Stage 2 – Formal Appeal

If the issue cannot be resolved informally, the FBO may submit a formal appeal by email to approvals@food.gov.uk within 14 calendar days of receiving written confirmation of the stage 1 outcome. The email must include:

- The name and approval numbers of the establishment
- A list of the NCs of the audit report that the FBO is appealing against
- Supporting evidence for the appeal

The appeal will involve a merit-based re-evaluation of the audit findings by a senior manager of the FSA audit team who was not involved in the original audit. The outcome will be notified via email within 14 calendar days.

Front line staff are required to note the following action

Veterinary Audit Team, please note the contents of the action note. MOC will be amended in due course.

Rest of FSA officials. For info.

Note the contents of the action note, ensuring it is read by all front-line staff.

Where necessary, print a copy for the plant file.

Distribution

This action note will be:

- uploaded to the [Temporary Operational Instruction Folder held in the MOC area of SharePoint](#) (accessible only on an official FSA device)
- logged on the [Temporary Operational Instruction tracker](#) (accessible only on an official FSA device)
- published alongside the [MOC chapters on food.gov.uk](#)

The action note will remain live until either incorporated into the MOC or revoked.

Action note drafted by and date	Action note agreed by and date	Published and date
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