

INSTRUCTIONS FOR FILING A CLAIM FOR A REVISED DECISION

A person who has participated in a Hygiene Passport test organised by a Finnish Food Authority's approved Hygiene Passport Examiner and who considers that an error has been made in the issue of a Hygiene Passport referred to in section 19 of the Food Act (297/2021) may file a claim for a revised decision. This claim must be filed **in writing**.

Contents of a claim for a revised decision and signature

The claim for a revised decision, which should be addressed to the **Finnish Food Authority**, must contain the following information:

- claimant's name and municipality of residence
- contact details to which notifications concerning the claim can be sent to the claimant
- the Hygiene Passport exam regarding which a revised decision is claimed (date of the exam, name of the Hygiene Passport Examiner)
- the Hygiene Passport test statement or assessment of a statement that the claim concerns and the grounds on which a revised decision is claimed.

The claim for a revised decision must be signed by the claimant or their legal representative or attorney. If a legal representative or attorney exercises the claimant's right to speak or if the claim is drawn up by someone else, the claim for a revised decision must also indicate this person's name and municipality of residence.

Attachments to the claim for a revised decision

The Hygiene Passport Examiner will submit the original Hygiene Passport test form to the Finnish Food Authority.

The attachments to the claim for a revised decision must include:

- any documents to which the claimant makes appeal to in support of their claim
- the attorney's power of attorney if they are not a lawyer or a public legal aid attorney.

Time limit for filing a claim for a revised decision

The claim for a revised decision must be filed **within 30 days** of the test participant being informed of the rejected test and having had a possibility of viewing their assessed test form.

Delivering the letter containing the claim for a revised decision

The claim for a revised decision can be delivered to the **Finnish Food Authority** in person or sent by post as a paid-up consignment, by e-mail, as a telefax or using an attorney or a courier. The claim for a revised decision is sent at the sender's risk. The claim for a revised decision cannot be examined unless it reaches the authority **during office hours before the time limit of 30 days expires**. If the last day of this time period is a public holiday, Saturday, Independence Day, May Day, Christmas Eve or Midsummer's Eve, however, the period is extended until the end of office hours on the following working day.

Processing fee

The decision on a claim for a revised decision will be issued free of charge.

Contact information

Finnish Food Authority

Mailing address
Street address (Registry)
Switchboard
E-mail
Office hours

P.O. Box 200, 00027 RUOKAVIRASTO
Mustialankatu 3, 00790 HELSINKI
+358 29 530 0400
kirjaamo@ruokavirasto.fi
from 8:00 till 16:15