



Information Governance Team

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI733290236**

Thank you for your request for information relating to Complaints received via Trading Standards and Environmental Health.

You have requested the following information:

1. How many complaints have been received by Trading Standards in 2023, 2024 and 2025 (to date) relating to supermarkets selling food past its Use By Date, including any complaints received via Consumer line.

2. For each complaint, please provide:

- o The month and year the complaint was received**
- o The name of the supermarket involved (if recorded)**
- o A brief description or category of the issue**
- o Details of any enforcement or investigative action taken as a result of the complaint**

If you are unable to provide all the requested details due to time/cost limits, please prioritise providing a summary count of complaints by supermarket and year.

Environmental Health Department:

1. How many complaints were received in 2023, 2024 and 2025 (to date) about supermarkets selling food past its Use By Date?

2. For each complaint, please provide:

- o **The month and year it was received**
- o **The name of the supermarket (if available)**
- o **A short description or category of the issue**
- o **Any enforcement or follow-up action taken**

3. How many food poisoning complaints were received in relation to supermarkets in 2023, 2024 and 2025 (to date)?

4. For each report of food poisoning, please provide:

- o **The date of the complaint**
- o **The supermarket involved**
- o **The product in question (if known)**
- o **Any outcome or action taken, including whether the case was confirmed as food poisoning**

We hold the information which you have asked for, but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it.

The Council does not record data in a format that will allow us to retrieve the requested information from our database. We do not have any codes/categories which specifically relate to out of date/expired food across the service area. Whilst some work could be done on free text fields in the database, this would require a manual trawl which will exceed 18 hours. In addition, the free text field is not available in our new database, therefore we cannot provide anything post April 2024.

Your request has been refused under section 12(2) of the Act.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance