



Further to your information request FOI/EIR 25/26-199, please find your question and our response below.

Request:

Under the Freedom of Information Act 2000, I would like to request the following information as two separate requests from two different departments:

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

Response:

Regarding the first two questions, Trading Standards falls under the remit of Cambridgeshire County Council, please re-direct your request to: foi@cambridgeshire.gov.uk

For the second set of questions:

1 & 2.

Received	Supermarket	Details
14-Oct-24	Iceland Food Ltd	Food complaint received alleging out of date milk

12-Feb-25	Tesco	Just purchased some Hickory Smoked Sausage that were on the Valentines display at the front of the store. When he got home, he realised that these were out of date by 4 days - he will send an email to customer services to forward on.
04-Apr-25	Sainsbury's	Customer purchased some Hobgoblin IPA 5% from Sainsburys on Wednesday 2nd April which was almost a year out of date. The beer is in a white can with turquoise writing on it, it was located on the top shelf. The expiry date was 31/5/24
10-Apr-25	Tesco	Out of date food at Tesco Tesco Finest Buttery Mash bought from gondala at front of store
20-Apr-25	Co-op	Customer complaint due to sale of chocolate trifle 4 days beyond its use by date. Co-op refunded cost. No illness after eating was reported.

As the complaints were purely out of date food all were sent to Trading Standards as we have a MoU with them. The only exception is the 2 Tesco complaints; the investigative action was to go through their Primary Authority who in turn spoke to Tesco's Operational Risk Team. No enforcement needed.

3. Zero

4. n/a

This concludes your request FOI/EIR 25/26-199.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.