



**Information Governance Team**

Postal Address:  
Coventry City Council  
PO Box 7097  
Coventry  
CV6 9SL

[www.coventry.gov.uk](http://www.coventry.gov.uk)

E mail: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

Phone: 024 7697 5408

30 January 2026

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)  
Request ID: FOI788872448**

Thank you for your request for information relating to Dog food product recalls.

You have requested the following information:

**Under the Freedom of Information Act 2000, please provide details of any records held by your authority between 1st January 2020 and 31 December 2025 (past 5 years) relating to dog food product recalls, withdrawals, or safety incidents.**

**This includes (where held):**

- Total number of complaints received each year
- Whether an inspection or sampling activity was undertaken
- Whether correspondence with the FSA was undertaken
- Any enforcement or advisory actions taken

**For each dog food product incident recorded by your authority during this period, please provide the following information where available.**

**Per product incident:**

- The year the incident occurred
- The name of the manufacturer
- The brand name of the product
- The product name
- How the incident was classified by your authority (e.g. recall, withdrawal, advisory, investigation)

- The hazard identified (for example, but not limited to: Salmonella, Listeria, Campylobacter, E. coli, or other bacteria; detection of foreign objects; nutritional deficiencies or imbalances; presence of undeclared allergens; and packaging issues.
- The action taken by your authority (e.g. complaint logged, inspection conducted, enforcement action)

**If any of the above information is not held, please leave the relevant fields blank.**

In response to your request, please note there were no complaints recorded for the years 2020, 2021, 2022 and 2024, and we are therefore informing you as per Section 1(1) of the Act that we do not record this information.

In 2023, there were a total of two complaints. A complaint was received regarding a shop selling dog treats with no labels. An inspection was undertaken at the shop and the items were removed from sale. There were no other details provided regarding the product, manufacturer or brand. Advice was provided to the owner of the business to ensure compliance going forward.

The second complaint in 2023 was a complaint we had received regarding Tesco own brand tinned dog food. The complainant alleged the food was mouldy after opening. Further details were requested from the complainant regarding the item, however the complainant failed to respond to the information request, and the case was subsequently closed with no further action taken, as insufficient information was provided.

In 2025 there were a total of two complaints. A complaint was received regarding raw dog which was off due to poor storage. An inspection of the businesses was undertaken following the complaint. There were no issues found at the time of the inspection as all the raw dog food was appropriately stored vac packed in freezers. No further details were obtained as there was no further action required.

The second complaint in 2025 was a referral made by the FSA regarding a border rejection notice concerning Head Skin Sticks (dog or cat food), no further details of the brand, product name or manufacturer were supplied for retail sale which originated from Italy. The item was stored at a site in Coventry and therefore we were advised of the matter. The operator responsible for the consignment was located in Birmingham and Birmingham council confirmed the items were destroyed and therefore there was no further action required from Coventry. This was corresponded back to the FSA.

The supply of information in response to a FOI 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](mailto: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](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**