

Food Complaint Response Form

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Issue Date: 01.11.2021
Issue No:01

All Incidents reported should be reviewed. The completed "Food Complaint Response Form" must be returned to the sender within 2 working days of receiving notification of the incident.

Alshaya Reference No:	SF114231, SF113977, SF113850, SF113848, SF113229, SF112895, SF112825, SF112336, SF112287	Date of Complaint:	7/16/2026, 7/11/2026, 7/9/2026, 7/8/2026. 6/23/2026
Date Sent to Supplier:	7/28/2026	Store Name Location:	Chipotle – Villagio Mall The Cheesecake Factory – Doha Festival City Raising Canes – Doha City Centre
Supplier Name:	Haidari Trading Company WLL	Country:	Qatar
Product Name:	Romaine Lettuce	Quantity Affected	2 Piece, 1 Pack, 2 Pack, 1 Piece, 6.2 Kilogram, 1 Kilogram, 500 Gram, 3 Kilogram, 4 Kilogram
Production Date:		Expiry Date:	
Batch Codes:		Delivery Date:	7/16/2026, 7/10/2026, 7/8/2026, 6/22/2026, 6/16/2026, 6/14/2026, 6/6/2026, 6/4/2026

TYPE OF INCIDENTS:

Food Poisoning	☐	Foreign Body	☒	Insect / Infestation / Rodent	☐	Label	☐	Temperature	☐
Allergy	☐	Claims	☐	Date Code Issues	☐	Quality	☐	Foreign Body - Hair	☐
Trend?	☐	Others:							

Details of the Incident: *(To be filled by FSQA Dept. Alshaya Group)*

Insect found in romaine lettuce ,
Found insect while cutting the romaine lettuce
Found unalive insect inside the lettuce.
The insect was found in the Romaine Lettuce while washing
Upon receiving the product, we checked the bunches of Romaine, and we noticed that the product was good to use. Upon prepping and cutting the product needed for consumption we found out the infestation inside near the stem of the produce.
Insects were found in lettuce while washing affected lettuce were removed and discarded.
we found one pest (moth) inside the lettuce while opening the package, right away we discarded the items and double check the remaining batches to make sure they have a good a quality.
Discarded 3 kg of lettuce as it infested by flies while prepping.
During the preparation of lettuce, found worm and flies.

Supplier Report Follow Up Findings: *(Root cause of the issue/What happened?)*

Romaine Lettuce supplied to *Chipotle – Villagio Mall, The Cheesecake Factory – Doha Festival City & Raising Canes – Doha City Centre* were "Corazon de la Huerta" brand from Spain. This brand was recommended and approved by Alshaya group with the Global G.A.P. Number 4069453112643. To protect product integrity and quality, Alshaya and Haidari Trading agreed that the lettuce romaine to be supplied will be in its original packing (unopened). Due to this reason, Haidari Trading's applicable control measure is very limited.

Corrective and Preventative Action Taken to Prevent Re-occurrence *(Preventive actions/Steps taken to stop it happening again)*

1. Informed all concerned personnel about the complaints.
2. Ask the procurement team to request a corrective action report from supplier.
3. Discussed with Alshaya group that if a sign of infestation is still observed with the “Corazon de la Huerta” brand, Haidari Trading Company will find an alternative brand *(from the same origin)* with a condition that a sample must be submitted for evaluation and approval.

Report Closure Sign Off: *(Digital signature is ok)*



Janrey Mendez

Quality & Food Safety Manager

Date

08-Aug-26