

PRU V8.9.x.0

REPORT PREPARED ON 1/ 5/26 AT 08:50

NAME AND ADDRESS DETAILS

PREMISES REF: RES6**30-3/10

TRADER: CHILOS
Twin Brother 23 Ltd

ADDRESS: 30-32 Clerk Street
Newington
Edinburgh
EH8 9HX

AREA:
WARD: Southside/Newington

LPIKEY: 9064L000182672

MOBILE: [REDACTED]

E-MAIL: [REDACTED]

UPRN/USRN:906051702

EASTING: 326253

NORTHING: 672798

PRINCIPAL USAGE: RES - RESTAURANT
PREMISES TYPE: 6 - PROPERTY

ACTION DETAILS

ACTION TYPE: AAA - Action taken

SOURCE DATABASE: REQUESTS
Record number 955612

UNIT: FHE - Food / Health & Safety East

INVESTIGATING OFFICER: [REDACTED] [REDACTED]

DATE ACTION OPENED: 12/01/2025

DATE ACTION CLOSED: 27/02/2025

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	G05	Email received		13/01/2025	AOL	
2	G38	Officer Referral Notification Hi [REDACTED] please can you attach the email from [REDACTED]	13/01/2025	13/01/2025	AOL	
3	G24	Sorry, now attached.I was having troubles with my home network so I couldnt attach the email Had to restart my computer.	13/01/2025	13/01/2025	ADL	
4	G24	Refer to other Officer Fab thanks [REDACTED]	13/01/2025	13/01/2025	AOL	

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5	G24	Refer to other Officer		14/01/2025	ADL	
6	G38	Officer Referral Notification. Hi [REDACTED], this premises is currently unrated and was on Nov Dec list for initial inspection, but it looks like the inspection hasn't yet been done. Meantime please can you get in touch with the complainant and see if they still have the product and hair. If so please can you arrange to collect it. In terms of the FLRS, this will be done by another officer in the next few weeks,so you can let the complainant know that a visit will be made. Cheers	14/01/2025	14/01/2025	AJO	
7	G31	Review. This was given to FHC for Nov Dec list. No record of FLRS being carried out. Wait to hear back from MSU if done. Before allocating to an officer	13/01/2025	15/01/2025	ADL	
8	G32	Case updated FLRS not carried out. Added to Feb list		15/01/2025	ADL	
9	G10	Email sent to the complainant From: [REDACTED] Sent: 14 January 2025 09:48 To: [REDACTED] Subject: Food Complaint for Chilos Burgers, 30-32 Clerk St, Newington, Edinburgh EH8 9HX		14/01/2025	AJO	

Dear [REDACTED]

Thank you for bringing this food complaint to our attention.

I've had a look at the attached photos and I can see in the first one, it does look like a human hair and the second one is chicken feathers left on the chicken during processing which is unpleasant to see but is common and an intrinsic part of the food. So, no further action can be carried out for this one.

Did you keep the food product and human hair or did you throw it away?

If kept, I can collect this from you to have it analysed by our Scientific Services Team.

An officer from our department is due to visit the premises and they will see if Management and staff are wearing head coverings and / or long hair is tied up which would protect food from contamination. If not, they will advise on personal hygiene to prevent this issue from re-occurring in the future.

If you require any further information, please do not hesitate to contact me.

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		Thank you				
		Regards				
						
10	G31	Review - NFA		27/02/2025	AJO	