



Medicines & Healthcare products
Regulatory Agency

MHRA Central Freedom of
Information Team
10 South Colonnade
Canary Wharf
London
E14 4PU

foi.request@mhra.gov.uk

[MHRA Website](#)

Our Ref: **FOI2025/00305**

27 March 2025

Dear [REDACTED]

Thank you for your Freedom of Information (Fol) request received on 25 March. You wrote:

Request 1

In May 2024, enforcement officers from the MHRA seized a number of unauthorised aesthetic products from a Glasgow warehouse. More information on this can be found on Glasgow City Council's website here: <https://tinyurl.com/mtjc8zsb>

Can you please confirm the location, date and details of every case where enforcement officers from the MHRA have seized unauthorised aesthetic products such as: botulinum toxin, Botox, Derma Filler, filler, cosmetic injections, beauty injections, numbing agents, lidocaine, antibiotics, needles and cannulas for each of the following time frames.

- 1st March 2020 to 28th February 2021*
- 1st March 2021 to 28th February 2022*
- 1st March 2022 to 28th February 2023*
- 1st March 2013 to 29th February 2024*
- 1st March 2024 to 28th February 2025*

Example of response

Please see the below table as an example of how I wish to receive this information:

*Unauthorised aesthetic products, 01/03/2020 - 28/02/2025
May 2024
Glasgow
Details*

Thousands of pounds worth of unlicensed and un-prescribed products used in cosmetic injections have been seized from a Glasgow warehouse.

Boxes of dermal fillers, needles and vials of botulinum toxin were found during a raid on the premises in an industrial estate in the north of the city.

The operation was carried out by the criminal enforcement unit of the Medicines and Healthcare Products Regulatory Agency (MHRA).

Request 2

Please can you also confirm how many complaints the MHRA has received which mention: botulinum toxin, Botox, Derma Filler, filler, cosmetic injections, beauty injections, numbing agents, lidocaine, antibiotics or a combination of these for each of the following time frames.

1st March 2020 to 28th February 2021

1st March 2021 to 28th February 2022

1st March 2022 to 28th February 2023

1st March 2013 to 29th February 2024

1st March 2024 to 28th February 2025

Request 3

If possible, can you please include details of these complaints.

I believe these requests falls under the scope of a FOI request. If it is not possible to provide the information requested due to the information exceeding the time or cost limits identified in Section 12, please priorities request 1, then request 2.

MHRA Response

We are unable to deal with your FOI request without clarification of the information you seek. The reason for this is that the requests are very broad in time period and cover a range of products, some of which are not regulated by the MHRA. The MHRA regulates medicines for human use and medical devices, it does not regulate products used for purely cosmetic purposes. You may wish to review your requests so that cosmetic products are removed. You may also wish to split your request into medicines and medical devices and submit them separately to the MHRA. This is because the sections dealing with medicines and medical devices are distinct.

Under Section 16 of the FOI Act we should assist you in helping you focus your request. To do so we suggest that the time period you have chosen is too wide and you should consider a shorter time frame. To answer two requests will require a high degree of manual processing, our advice is that you should focus on one request and narrow it to a point where you might reasonably be expected to receive a response, for example, a request for information covering the last 12 months.

We will consider any revised request however we cannot guarantee that any revised request will fall within the cost limit.

We recommend that you familiarise yourself with the Information Commissioners Office guidance on how to submit an FOI to a public authority. We have provided these links below to aid in future requests:

<https://ico.org.uk/for-the-public/official-information/preparing-and-submitting-your-information-request/>

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing foi.request@mhra.gov.uk or by writing to: MHRA Central Freedom of Information Team, 10 South, Colonnade, Canary Wharf, London, E14 4PU

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113.

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<https://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>