



Medicines & Healthcare products  
Regulatory Agency

MHRA Central Freedom of  
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[MHRA Website](https://www.mhra.gov.uk)

Our Ref: **FOI2026/00973**

24 September 2026

Dear [REDACTED]

Thank you for your Freedom of Information (FoI) request received on 28 August. You wrote:

*This is a refined request following your previous refusal under Section 12(2) (Ref: FOI2026/00765). Taking your Section 16 advice to narrow the scope, I have drastically reduced the timeframe.*

*Under the FOI Act 2000, please provide the following strictly for the 6-month period between 1 January 2026 and 30 June 2026:*

*1. The total number of complaints received by the MHRA (via the Advertising and Borderlines departments) concerning the advertising, social media promotion, or marketing of private medical cannabis clinics or unlicensed cannabis-based medicinal products to the public.*

*As this only requires querying the relevant inboxes or complaint-logging systems for a tight 6-month window, it should fall comfortably below the 24-working-hour cost limit.*

## MHRA Response

We confirm that we hold the information you have requested.

The total number of complaints received under question 1 above is 4.

If you plan to use this information for media publication purposes, you should contact our news centre who can provide any additional context or comment. You can contact them on 020 3080 7651 or by email at [newscentre@mhra.gov.uk](mailto:newscentre@mhra.gov.uk).

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

Yours sincerely,

MHRA Central Freedom of Information Team  
Medicines & Healthcare products Regulatory Agency

## **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](mailto: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.

## **Re-use of our information**

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