



Medicines & Healthcare products Regulatory Agency

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

Our Ref: **FOI2025/00438**

6 May 2025

Dear [REDACTED],

Thank you for your Freedom of Information (Fol) request received on 7 April. You wrote:

We are inquiring in relation to recall EL(25)A/16 for Synalar Gel 30g and 60g;

If a wholesaler has exported this stock and the advice in the recall notification states to return back to the supplier; does the exporter/wholesaler from UK need to get the exported(now recalled) batch back into UK to return it to it's manufacturer/supplier in UK?

or can ask the customer to quarantine and share destruction record, as it is exported.

MHRA Response

It may be helpful if we explain the role of the Fol Act. It provides a legal right of access to recorded information held by a public authority like the MHRA, subject to certain exemptions that may apply. The Act does not oblige a public authority to create new information to answer questions; nor does it require a public authority to give an opinion or explanation, generate answers to questions, or create or obtain information it does not hold.

If you ask a question, rather than requesting recorded information, we will provide you with the recorded information that best answers the question. Once we have provided the recorded information, we have met our obligations under the Act; interpreting the information provided is up to you.

Your request asks questions on what a wholesaler would need to do in certain scenarios concerning the recall of Synalar Gel. This would need new information to be created.

We do not hold any recorded information to answer your request and will therefore not be progressing your request any further.

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 freedom-of-information-request@MHRA.gov.uk or by writing to: MHRA Central Fol 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](https://ico.org.uk/for-the-public/foi/) 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/>