



Medicines & Healthcare products  
Regulatory Agency

MHRA Central Freedom of  
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[MHRA Website](#)

Our Ref: **FOI2026/00216**

25 March 2026

Dear [REDACTED]

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

*This is a request under the Freedom of Information Act 2000.*

*Context*

*On 10 July 2025 I made a protected disclosure to MHRA regarding Exchange Supplies Ltd, WDA 50350, reference CEC 227535, including primary evidence of systematic unlicensed operation at Romans Building over an 18 month period. MHRA took no further action on 1 September 2025. The complaint has been formally concluded, reference CMPT12025/01254.*

*Please provide all recorded information held by MHRA relating to the following:*

1. *Enforcement decision documentation for case CEC 227535*
  - \* *All records documenting the basis for the decision to take no further action on 1 September 2025*
  - \* *Any risk assessment conducted in relation to this decision*
  - \* *Any assessment made against MHRA's published enforcement criteria*
  - \* *Any record of whether criminal prosecution was considered under the Human Medicines Regulations 2012 or Medicines Act 1968, and why it was or was not pursued*
  - \* *The clinical assessment conducted under worst case scenario conditions referenced in MHRA correspondence dated 16 February 2026*
2. *Assessment of the March 2023 GDP inspection GDP 20973-113924-0005*
  - \* *All records relating to whether the deliberate deception of MHRA inspector **[name removed for purpose of data protection]** during the March 2023 inspection was formally assessed as obstruction of a regulatory inspector*

- \* *Any records relating to evidence that staff were coached by management on what to conceal during that inspection*
- \* *Any records of whether this conduct was considered under Section 114 of the Medicines Act 1968*
- \* *Any records of whether the inspection findings were escalated to MHRA's Inspection Action Group or Compliance Management Team*

### 3. *Assessment of WhatsApp communications as evidence*

- \* *All records relating to whether the use of the WhatsApp group "ES Deliveries" to conduct operational medicine transfers outside of auditable business systems was assessed as a GDP data integrity violation*
- \* *Any records of whether this was considered as evidence of deliberate circumvention of audit trail requirements*
- \* *Any records referencing the 480 message WhatsApp archive submitted as part of disclosure CEC 227535*

### *Formats*

*Please include emails, letters, case management records, inspection reports, notes and internal communications as defined by FOIA s.84.*

### *Processing*

*Please comply with FOIA s.1 and s.10. If any information is withheld, please specify the exemption relied upon and provide a public interest test where applicable. If the cost limit is exceeded, please contact me before refusing.*

## **MHRA Response**

Under Section 14(1) of the Fol Act, public authorities are not obliged to comply with a request which is deemed vexatious. By way of clarification it is the request which is treated as vexatious not the person making the request.

In our response to your request **FOI2026/00175**, we explained the following:

*"We have two other requests for information lodged by you FOI2026/00235 (received 02-MAR-2026) and FOI2026/00216 (received 25-FEB-2026). These two requests and the present request have been received within a short period, see dates above and the date of the present request is 17-FEB-2026. Therefore, it is apparent that a reasonable interval has not elapsed because the requests have been submitted within a relatively short time of each other. We have also fairly recently responded to and provided information in relation to another of your requests FOI2025/00930 (received 30-AUG-2025) which included multiple parts.*

The scope of the requests relates to the same or similar subject matter namely matters concerning Exchange Supplies Ltd, this means that the same teams or similar staff members will share part of the burden of processing these requests. We have noted your comments at the end of your requests asking that you are contacted before a request is refused.

To aid us in balancing the administrative burden, we suggest withdrawing the requests FOI2026/00235 & FOI2026/00216.”

We have not received confirmation of withdrawal of the two requests, however, we have logged a further three FOI requests from you FOI2026/00247 (received 25-FEB-2026) and FOI2026/00319 (received 23-MAR-2026), and FOI2026/00318 (received 23-MAR-2026).

A vexatious request is assessed with reference to all the circumstances of an individual case. There are four broad themes to consider when looking at whether an FOI request(s) is vexatious. These four themes are:

1. the burden (on the public authority and its staff);
2. the motive (of the requester);
3. the value or serious purpose (of the request); and
4. any harassment or distress (of and to staff).

These four broad themes are not a checklist, and they are not exhaustive they simply emphasise that a range of factors need to be considered when applying Section 14(1).

In this case, the Agency is treating your request as vexatious because we have considered the circumstances around the subject of your requests and we believe the below applies:

“Section 14(1) is designed to protect public authorities by allowing you to refuse any requests which have the potential to cause a disproportionate or unjustified level of disruption, irritation or distress”. Source ICO.

“If the requests are motivated by a genuine desire to gather information about an underlying issue, section 14(1) may still apply. This is if the aggregated burden of dealing with all the requests has become disproportionate to their value.” Source ICO.

On this basis, the Agency has decided that Section 14(1) of the FOI Act applies on this occasion. We have also applied this decision to your other pending requests (FOI 2026/00235 and FOI 2026/00247 and FOI2026/00319, and FOI2026/00318) on the same topic i.e. information related to, or concerning the context of Exchange Services Limited. In regard to FOI2026/00318, while we appreciate that this request was submitted as a refinement to a Section 12 refusal, the new request still contributes to the overall burden related to related to the Section 14 notice.

### **Advice and assistance**

We would recommend reflecting upon the various requests we have unfortunately been unable to provide information to on this occasion and including the most relevant elements of your requests into a single submission. Please take time to consider the volume of what you will include with consideration of cost limits set out under Section 12 of the Act. The advice in our response to 2026/00175 is also available to you.

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

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## **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**

The MHRA information supplied in response to your request is subject to Crown copyright. Information created by the MHRA which is disclosed under the Freedom of Information Act is made available for re-use under the Open Government Licence (OGL) v3.0, except where this is otherwise stated. There are some restrictions on re-use under the OGL and these can be viewed here:

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