



Medicines & Healthcare products Regulatory Agency

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

Our Ref: **FOI2026/00856**

1 September 2026

Dea [REDACTED]

Thank you for your Freedom of Information (FOI) request received on 4 August 2026. You wrote:

Under the Freedom of Information Act, I would like to request the following information within the 20 days timeframe:

The number of complaints you have had on pharmacies breaking advertising laws by advertising medicines for weight loss directly to the public over the past three years (July 2023 to July 2026), giving figures by quarters.

Please break down the figures between whether the pharmacies are high street or online, and the medications advertised:

- *Wegovy (semaglutide) – subcutaneous injection*
- *Wegovy (semaglutide) – tablet*
- *Mounjaro (tirzepatide) – subcutaneous injection*

I am happy for you to supply the information in a way that is most convenient for you but is also as clear as possible.

MHRA Response

We can confirm we hold information requested, but it is exempt from disclosure under Section 12(1) of the FOI Act.

This is because we estimate the cost of searching for and identifying the requested information would exceed the cost limit of £600 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. This represents the estimated cost of at least one person spending 3½ working days (equivalent to 24 staff-hours) in determining whether the Agency holds the information, and locating, retrieving and extracting it.

Under Section 12(1) of the FOI Act, the Agency is not therefore obliged to comply with your request, and we will not be processing it further. The reason being that to provide a breakdown of figures for the number of complaints for Wegovy subcutaneous injection/tablets and Mounjaro subcutaneous injection as you have requested would require us to search across several mailboxes across 3 years, compile the numbers of individual complaints received, and also investigate whether each complaint is concerning an online or high street

pharmacy, and the specific medicinal product concerned (which is not always obvious from the complaint). We estimate that to do this would take longer than 24 working hours.

Under Section 16 of the FOI Act, we should help you narrow your request so that it may fall beneath the cost limit. We advise that you limit your request to a smaller time period, so we have a smaller number of emails to search through and compile. We also advise that you remove the requirement to search to see whether the pharmacy is online or a high street pharmacy.

Information is available on our website on published advertising investigations of complaints that have been investigated, please see the link below.

<https://www.gov.uk/government/collections/advertising-investigations-by-mhra>

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 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](https://ico.org.uk/for-the-public/foi/) 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/>