



Medicines & Healthcare products  
Regulatory Agency

MHRA Central Freedom of  
Information Team  
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London  
E14 4PU

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[MHRA Website](#)

Our Ref: **FOI2024/00593**

29 October 2024

Dear [REDACTED]

Thank you for your Freedom of Information (Fol) request received on 1 October. You wrote:

*Can you please advise the total number of complaints received and of those how many were upheld regarding Finasteride*

### **MHRA Response**

It may help if I first explain that the MHRA complaints procedure is used for handling complaints about the quality of service the agency has provided or about the behaviour of a member of staff. Correspondence relating to suspected adverse reactions to medicines or medical devices are logged as reports under the Yellow Card Scheme and queries are responded to under our standard processes for handling general enquiries. Therefore, we can confirm that we have not received any administrative complaints regarding Finasteride.

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**

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