Medicines & Healthcare products Regulatory Agency

MHRA Central Freedom of Information Team
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Canary Wharf
London
E14 4PU

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MHRA Website

[redacted]

Our Ref: **FOI2026/00710**

17 July 2026

Dea[redacted]

Thank you for your Freedom of Information (FoI) request received on 2 July. You wrote:

> *Greetings,*
>
> *[redacted] submits the following Freedom of Information request: an electronic listing of all inspections conducted since April 2025, structured in line with the response previously issued under FOI2026/00529 (See attached).*
>
> *Format: .XLSX and/or .CSV as an equally suitable alternative.*
>
> *Requested fields:*
>
> *Inspection-level — case_number, inspection_category, site_operator, number_of_critical_observations, number_of_major_observations, number_of_other_observations.*
>
> *Site-level — party_site_id, site_name, address1, address2, city, postal_code, country.*
>
> *We would also greatly appreciate the inclusion of any other additional information that you are able to provide.*
> *Any clarification questions may be directed to [redacted] and will be answered promptly.*
>
> *Thank you for your assistance.*

MHRA Response

Under Section 14(1) of the FoI 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.

A request may be treated as vexatious, if the amount of time required to review and prepare the information for disclosure would impose a grossly oppressive burden on the organisation.

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 for the following reasons:

In the 60 days prior to receiving the current request (**FOI2026/00710**) we have also received the following requests for information from your organisation -

- **FOI2026/00675** received 23 June – request for inspection reports which is currently being processed.
- **FOI2026/00613** received 09 June – request for inspection reports. This request was refused under S14 as two further requests were in progress at the time of this request.
- **FOI2026/00567** received 25 May – request for inspection reports which we responded to on 24 June.
- **FOI2026/00529** received 14 May – request for a list of inspections since January 2026, which we responded to on 12 June.

In addition, on 03 February 2026, we also provided a list of inspections since January 2025 for **FOI2026/00011**.

Whilst some inspections are likely to have progressed from pending to closed, there will be considerable overlap in the data provided for FOI2026/00529 and FOI2026/00011, with the data requested in the most recent request.

When we receive a request for list of inspections, our IT department must generate a spreadsheet from our database. This sheet must then be manually reviewed and formatted in order to check for accuracy of the data. Sometimes there are over a thousand rows of data to review. Once a clean formatted version of the report has been produced, it has to be manually reviewed for accuracy by at least 4 separate managers within the Standards & Compliance Team (one for each inspection category). This takes them away from their everyday duties of performing and managing important inspections work.

When releasing inspection reports, we have to consider redactions which are made to discrete pieces of information within the reports, this is a manual process and a rapid / automated method to complete this process does not exist. Due to the risk of human error, a QA check also takes place on the draft redactions which, while necessary, nonetheless places an additional burden on our resources.

On this basis, whilst we have an ongoing inspection report request and have provided similar inspections listing data quite recently, the Agency has decided that Section 14(1) of the FoI Act applies on this occasion.

We would suggest limiting your request for lists of inspections to once every six months.

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 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/