



Medicines & Healthcare products Regulatory Agency

MHRA Central Freedom of
Information Team
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London
E14 4PU

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

Our Ref: **FOI2026/00997**

22 September 2026

Dear [REDACTED]

Thank you for your Freedom of Information (FoI) request received on 7 September 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 the below named medicines for weight loss directly to the public over the past two years (July 2024 to July 2026), giving figures by quarters.

I would also like the name and address of the pharmacy a complaint has been made against.

The drugs I would like information on are:

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

NB: Please supply the number of complaints made for each of the three medicines mentioned above, unless this work would exceed the appropriate time limit outlined in Section 12 of the FOI Act, in which case it would be acceptable to provide the number of complaints as a total across all three medicines.

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 Freedom of Information 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 2 years, compile the numbers of individual complaints received, and also investigate whether each complaint specified a particular medicinal product. We estimate that to do this would take longer than 24 working hours irrespective of whether totals for the medicinal products were amalgamated.

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, such as a few months, so we have a smaller number of emails to search through and compile. We also advise that you remove the requirement to provide the address of a pharmacy a complaint has been made against since we may not hold this information or may not hold the information in a meaningful way, and since that information should be publicly available.

Further information can be accessed on the ICO website here:

- [ICO Section 12 Guidance](#)
- [ICO Section 16 Guidance](#)

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 Contact Information](#) 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/>