

## Freedom of Information Act 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

**You asked:**

**I write to request the following information from Leicester City Council Trading Standards:**

- 1. How many complaints have been made to you regarding homeopathic remedies or services in the past 3 years?**

**ANSWER:** We have received one complaint/enquiry in the last 3 years.

- 2. Please list the traders against whom complaints have been made and the number of complaints made against each.**

This is specified information under Part 9 Enterprise Act 2002 and as such cannot be disclosed. Therefore, a Section 44 prohibition on disclosure applies.

- 3. Please provide a breakdown of the categories in which these complaints were made.**

The complaint concerned an adverse effect following a treatment.

- 4. Please specify the outcomes of these complaints broken down by type of enforcement action taken, if any.**

Advice was given to the business concerned about compliance with the law. Samples were taken for analysis by the Medicines and Healthcare products Regulatory Agency. No formal legal action was undertaken.

- 5. Was enforcement action taken against a single trader on more than one occasion? If so, please list these traders and specify how many times they have been the subject of enforcement action and the type of enforcement action that was taken.**

No

- 6. Do you have a written policy that would be applicable to homeopathic treatments? If so, please provide a copy.**

No

The legislation allows you to use the information supplied for your own personal use, or for journalistic purposes. If the information is a dataset (which does not relate to the environment), you may also use the information for commercial re-use under an [Open Government Licence](#).

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager**  
**Information Governance Team**  
**Leicester City Council**  
**Bosworth House**  
**Ground Floor**  
**9-15 Princess Road West**  
**Leicester**  
**LE1 6TH**  
e-mail: [info.requests@leicester.gov.uk](mailto:info.requests@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You may also seek independent advice from the Information Commissioner at:

**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow SK9 5AF**  
**Telephone: 01625 545 700**  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider requests until the internal appeals process of the Council has been exhausted. You are therefore advised to appeal to the Information Governance Manager before contacting the Commissioner.