



My Ref: FOI/ 5369
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

Under the Freedom of Information Act 2000, I request the following recorded information held by your Trading Standards department for the period covering the three most recent complete financial years (2023/24, 2024/25) and the current year to date:

- Total Number of Complaints: The total number of consumer complaints received that relate to non-surgical cosmetic procedures including:

- dermal fillers

- anti-wrinkle injections (botulinum toxin), broken down by year.

One complaint has been received in November 2025 regarding possible skin damage from a non-surgical procedure – this is under current investigation by our Health and Safety team. No other complaints have been received.

- Enforcement Actions: The total number of enforcement actions (e.g., warnings, seizures, or successful prosecutions) taken against practitioners or businesses related to the illegal use, sale, or supply of unlicensed cosmetic products, including botulinum toxin and/or dermal fillers.

Proactive “test purchase” work was carried out in 2024 in relation to businesses checking customers were over 18. Of these 15 attempted appointments made, 11 accepted initial bookings without challenge and received written warnings. The remaining businesses asked appropriate age questions and refused the bookings.

Health and Safety officers have given advice to a premises in November 2025 with regards to controls on the use of numbing cream.

- Seized Products: If possible, please provide a description of the illegal/unlicensed cosmetic products seized (e.g., "unlicensed dermal filler," "counterfeit botulinum toxin")

No products have been seized to date.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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