

Ref: EIR / 6158

16th January 2026

Environmental Information Regulations Request - Non-Surgical Cosmetic Procedure Complaints & Enforcement

I refer to your EIR request and respond as follows:

Request

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:

1. Total Number of Complaints: The total number of consumer complaints received that relate to non-surgical cosmetic procedures including:
 - a. Dermal fillers
 - b. Anti-wrinkle injections (botulinum toxin), broken down by year.
 - c. 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.
 - d. Seized Products: If possible, please provide a description of the illegal/unlicensed cosmetic products seized (e.g., "unlicensed dermal filler," "counterfeit botulinum toxin")

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Response

Please see the information requested on the table below and note that this response was based on the online definition of a non-surgical cosmetic procedure. Therefore, this does not include any other complaints or follow-up action, for example, general beauty treatments, tattooing, piercing or acupuncture etc for the period requested:

'A non-surgical cosmetic procedure is a treatment designed to enhance appearance without invasive surgery, avoiding significant cuts or entering internal body cavities, and generally involves minimal downtime, using methods like injections (Botox, fillers), light/laser therapy, chemical peels, or energy devices (radiofrequency, ultrasound) to improve skin, body contour, or features. These procedures aim for subtle changes, often requiring repeat treatments, and bridge the gap between at-home beauty routines and full plastic surgery'.

	1 April 2023 – 31 March 2024	1 April 2024 – 31 March 2025	1 April 2025 – 09 Dec 2025
Total Number of Complaints	1	1	1
Dermal Fillers	1	0	0
Anti-Wrinkle Injections	1	1	1
Enforcement Actions	0	0*	0
Seized Products	0	0	0

**For information only: Separately a number of other 'cosmetic products' used in hair dressing (mainly related to hair care such as shampoo's etc) were temporarily voluntarily withdrawn during this period however, these were not related to Non-Surgical Cosmetic Procedures.*

If you are dissatisfied with our response, you have rights of review and appeal; these rights consist of two review processes.

Firstly, our internal review procedure is available by contacting:

John Kelpie
Chief Executive
Derry City and Strabane District Council
98 Strand Road
Derry BT48 7NN
Tel: 028 71253253 or email: john.kelpie@derrystrabane.com

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
CHESHIRE SK9 5AF
Tel: 0303 123 1113 (local rate) or email: casework@ico.org.uk

I would however advise that the Information Commissioner has indicated that a review will not be undertaken unless the Council has first had an opportunity to re-consider its decision.

Yours sincerely

Seamus Donaghy
Head of Health & Community Wellbeing