

From: FOI Responses
Sent: 02 October 2024 10:02
To: [REDACTED]
Subject: [REDACTED] Response

[REDACTED]

Thank you for your Freedom of Information request dated 20 September 2024, for information about complaints received by City of Doncaster Council about aesthetic procedures.

Please find below City of Doncaster Council's responses to the questions you have raised.

Request:

"I am a journalist at ITV National News. I am contacting you with a request for information under the Freedom of Information Act 2000. My request relates to the number of complaints about aesthetic procedures in your local authority area.

Definition of terms:

- We are defining '*aesthetic procedures*' as non-surgical, cosmetic treatments. For example: filler injections, liquid Brazilian butt lifts, lipo reduction, liposuction, Botox and non-surgical/filler breast implants. This is not an exhaustive list – but please disregard complaints involving tattoos, piercings, hair treatments and massages.
- We are defining '*complaints*' as customers of the business reporting negative experiences about their treatments.

ITV News would like to request the following information:

1. In the last 5 years, how many times have you been contacted with a complaint about an aesthetic procedure or non-surgical cosmetic treatment?

Please break down the data as follows:

- 1st January 2020 – 31st December 2020
- 1st January 2021 – 31st December 2021
- 1st January 2022 – 31st December 2022
- 1st January 2023 – 31st December 2023
- 1st January 2024 – 18th September 2024

2. For each year, how many complaints related to injury, or health complications following a procedure?"

Response:

City of Doncaster Council has not received any customer complaints about aesthetic procedures/non-surgical cosmetic treatments or injury, or health complications following a procedure, relating to premises in Doncaster in the last 5 years, from 1 January 2020 to 18 September 2024.

I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £49.00 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Yours sincerely,

Lucy McMahon

Freedom of Information Officer
Corporate Resources
City of Doncaster Council

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