



**Information Governance Team**

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18 October 2024

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI649032889**

Thank you for your request for information relating to Aesthetic procedures.

You have requested the following information:

**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: Nil
- 1st January 2021 – 31st December 2021: Nil
- 1st January 2022 – 31st December 2022: Two
- 1st January 2023 – 31st December 2023: One

1st January 2024 – 18th September 2024: Nil

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

Two.

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**