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[redacted]

[redacted]
Ref: H202000331

Dear [redacted]

Response to your request for official information

Thank you for your requests for information under the Official Information Act 1982 (the Act) on 27 January 2020 and 30 January 2020 for:

1. *"Can you please also confirm whether you have received any complaints regarding LiLash or RevitaLash products?*
2. *Can Medsafe please confirm whether they are satisfied from their correspondence with LiLash, that this product is below the medicines strength limits? As the strength of prostaglandin used in Lilash is not available, we would appreciate it if you can confirm this."*

My responses to your questions are as follows:

1. *"Can you please also confirm whether you have received any complaints regarding LiLash or RevitaLash products?"*

Medsafe has received four complaints about LiLash and RevitaLash. Three complaints regarding LiLash were received on 24 June 2009, 12 August 2016 and 13 August 2019, and one complaint regarding RevitaLash was received on 14 March 2013. One complaint regarding LiLash is still under investigation. However, Medsafe rates these issues as low priority, low risk and unlikely to justify resources.

2. *"Can Medsafe please confirm whether they are satisfied from their correspondence with LiLash, that this product is below the medicines strength limits? As the strength of prostaglandin used in Lilash is not available, we would appreciate it if you can confirm this."*

Medsafe has not corresponded with LiLash, as LiLash is a brand name of the product rather than the name of a company/entity marketing these products in New Zealand. However, we have corresponded with the New Zealand registered companies who distribute (or have previously distributed) these products regarding the complaints received.

Prostaglandins are scheduled as a medicine in the Medicines Act 1981, and regardless of the concentration, products containing or purporting to contain prostaglandin for a therapeutic purpose require prior consent of the Minister of Health before they can be sold, distributed or advertised in New Zealand. LiLash does not have consent from the Minister of Health under the Medicines Act 1981, to be distributed in New Zealand.

I trust that this information fulfils your request. Under section 28(3) of the Act you have the right to ask the Ombudsman to review any decisions made under this request.

Please note that this response, with your personal details removed, may be published on the Ministry of Health website.

Yours sincerely

Chris James
Group Manager
Medsafe