

From:
Sent: 28 March 2011 13:43
To:
Subject: Re: Helios Website

Follow Up Flag: Follow up
Flag Status: Red

Attachments: Cover letter for draft homeopathic guidance - feb 2011 - complaints.doc; Morgan Complaint CM1001-135.pdf

Dear

I realise that I haven't replied to your letter (attached). We should have replied by March 21st. Many apologies for the delay. I hope an e-mail response will suffice.

Since receiving the second version of the advertising guidance, I was subject to yet another fitness to practise complaint from the GPhC, initiated by the anti homeopathy lobby, concerning several aspects of our web site. My full response of 25/2/2011 is also attached.

In the covering letter to this latest complaint the GPhC clarified their position on the issue of remedy/product listings and their relationship with a purchase facility. I.e
" In respect of allegation 3(i) and 3(ii), the GPhC understands from the MHRA guidance that unlicensed products which are not registered under the national or simplified scheme may be listed in either one of two ways. They may be listed with information about the product but there must be no purchase facility OR they may be listed by the product name with no information about the product and in this instance a purchase facility can be in place."

As you can see from our response we made another review and more remedial changes to the Helios site . I am awaiting their response to this and a previous similiar complaint we received last June 2010.

One other change to bring to your attention is that we will be removing the word 'Childbirth', from the packaging box for the collection of remedies we call the Childbirth Kit, within the next few months (June/July 2011) when the case stocks are depleted.

Thank you for your acceptance of our late reply. Please pass this on to those concerned.
Kind regards

[REDACTED]
phone: +44 (0)1892 537254 Extn 250

[REDACTED] website: www.helios.co.uk

Address: Helios Homoeopathy Ltd
89-97 Camden Road, Tunbridge Wells, Kent, TN1 2QR, United Kingdom

This email was received from the INTERNET and scanned by the Government Secure Intranet anti-virus service supplied by Cable&Wireless Worldwide in partnership with MessageLabs. (CCTM Certificate Number 2009/09/0052.) In case of problems, please call your organisation's IT

Helpdesk.

Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.