

COMPLAINANT v UCB PHARMA

Allegations relating to recertification and prescribing information on a CIMZIA rheumatology website

This case was in relation to a CIMZIA (certolizumab pegol) family planning guide hosted on UCB Pharma's rheumatology website, which was intended for UK and Irish health professionals.

The complainant alleged that the CIMZIA family planning guide had a preparation date that was more than two years old, and they questioned whether it remained certified and appropriate for health professionals to rely upon. The complainant also alleged that the link to the prescribing information within that material did not open on either desktop or mobile.

The complainant was contactable and described themselves as a health professional.

The case preparation manager considered that the complaint met the criteria for the abridged complaints procedure because:

- it was likely in their view that there had been a breach of the Code,
- it appeared that the central facts would not be disputed, and
- the clauses were on the PMCPA's approved list for use of the abridged procedure.

UCB Pharma explained that certification of the family planning guide had expired in April 2026 and that the material should have been recertified or removed from the website before its expiry date. It submitted that responsibility for the scheduled review had not been reassigned during a period of extended staff absence. UCB Pharma confirmed that the content had since been removed from the website, and that additional measures would be implemented to ensure that review responsibilities were transferred appropriately during periods of staff absence. UCB Pharma accepted a breach of Clause 8.5.

UCB Pharma also accepted that, although the prescribing information on the website itself remained accessible, there was a technical issue with the link within the material which meant it did not open the prescribing information page. UCB Pharma accepted a breach of Clause 12.1.

UCB Pharma provided the required undertaking and assurance, and confirmed that its investigation had not identified a systemic compliance issue in relation to the matters alleged.

The outcome under the 2024 Code of Practice was:

Breach of Clause 8.5	Using material for more than two years without recertification
Breach of Clause 12.1	Failing to include prescribing information

Complaint received **6 July 2026**

Case completed **19 August 2026**