

Product Recalls

Responsible Staff

Product Compliance Officer

Buyer

Customer Service

Purpose

To ensure that potentially defective product is removed from the market as quickly as possible.

To ensure compliance with the requirements for recalls contained in the Competition and Consumer Act 2010

Overview

The Product Compliance Officer is responsible for determining the need for a product recall and for its overall management.

The recall is conducted in accordance with the recall guidelines published by the ACCC

Link - <http://www.productsafety.gov.au/recalls/guidance-for-suppliers/conducting-a-recall>

Steps

1 Product Compliance officer

1.1 Determine the need for a product recall or other action in consultation with the following parties:

Buyer

Customer Service

Managing Director

Decisions to be taken include:

- Whether the product will be repaired, replaced or refunded
- The mechanism for the activity
- The communication strategy, e.g. newspaper, phone, web, etc.
- The need for any additional staff and / or infrastructure to manage the recall, e.g. a toll free line

Factors to consider include:

- The nature of the fault
- The risk to the user
- The quantity sold and the period in which it was sold

1.2 Advise other affected staff of actions to be taken

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Approval: A Compliance Officer

Supersedes: May 2013

- 1.3 Liaise with relevant Federal and State government agencies on the recall action as appropriate
- 1.4 Notify the Minister for Competition Policy and Consumer Affairs within 2 days of initiating the recall action using the online form.
Link - <https://www.productsafety.gov.au/contact-us/for-retailers-suppliers/submit-a-recall>
- 1.5 Notify any customers outside of Australia that have received the product
- 1.6 Prepare a press release and arrange for Public Relations support if considered necessary
- 1.7 Answer any media queries on the recall
- 1.8 If necessary, arrange for secure and verifiable destruction of recalled product
- 1.9 Report to the ACCC on the progress of the recall using the online form
Link - <https://www.productsafety.gov.au/contact-us/for-retailers-suppliers/recalls-progress-report>

2 Buyer

- 2.1 Ensure that any outstanding orders for affected product are held and any remaining inventory is set aside for destruction or rework as necessary
- 2.2 Arrange appropriate publicity that will ensure that all affected stores, and if appropriate all affected consumers, are aware of the recall and the actions to be taken.
- 2.3 Any recall notice placed in a newspaper will use the template provided on the Product Safety Recalls Australia website.
Link - <http://www.productsafety.gov.au/recalls/guidance-for-suppliers/recall-advertisement-templates>
- 2.4 Arrange for the quickest possible communication to stores of the issue and follow up with written advice. Include an A4 sized copy of the recall notice for display in store
- 2.5 Arrange for the withdrawal of affected goods from stores
- 2.6 Arrange for appropriate repair / replacement / refund activity

3 Customer Service

- 3.1 Set up and check a consumer free-call phone no. if appropriate.
- 3.2 Respond to contacts according to the agreed action
- 3.3 Maintain a record of all consumer responses
- 3.4 Summarize and report on the Consumer response to the Compliance Officer at regular intervals over the life of the recall