

# Improving Recall Effectiveness

## A Legal Perspective

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This presentation is not intended to constitute legal advice

Everyone has a right to **justice**  
and for their **voice** to be heard

**Leigh Day**

# What are the consequences of failure to recall or a poorly orchestrated recall?

## Example – House Fires



According to the **London Fire Brigade**, there is nearly **one fire a day** in London related to white goods.

Cost of dealing with them = £118 million

# Consequences for the Consumer

1. Loss of home / displacement
2. Loss of possessions
  - personal docs e.g. passport, bank details etc
  - special memories e.g. family photos
3. Physical injury or death
4. Psychiatric injury – anxiety / depression / PTSD
5. Stress – Marriage break up, poor performance at work / school



# Consequences for the Manufacturer / Supplier

- Products remain in use – a continuing risk
- Brand Damage – adverse publicity, loss of confidence of consumers / retailers
- Legal issues
  - Civil claims and or / criminal investigation
  - Liability for damages / fines
  - Inquests
- Loss of time – time to deal with regulators, insurers, lawyers, 3<sup>rd</sup> parties



# Solutions



- Get it right first time
- If a problem emerges, act quickly
- Change of mind-set – don't have a defeatist attitude – think big
- Implement the recommendations set out by Lynn Faulds-Wood