



## Investigating unsafe products

The Ministry of Consumer Affairs encourages consumers to report unsafe products. If we don't know about it, we cannot do anything about it.

Most of the Ministry's information about unsafe products comes from consumers. We also monitor overseas information and recalls and are in contact with our counterpart regulators. The Ministry can also initiate its own investigations, or conduct market surveys of specific products.

### How to report an unsafe product to Consumer Affairs

To report a potentially unsafe product you can:

[Report an unsafe product here](#)

Tel: 0508 MAPSS INFO (0508 627 774)

International Clients: 00 64 3 962 2580

### Will Consumer Affairs investigate my issue?

The Ministry works with limited resources and must establish priorities so as to focus on those situations of most risk. To help us do this we run a risk assessment on each incident. We ask:

- What is the maximum potential injury?
- What are the chances of this happening?
- Will the user be able to see that there is a risk of injury?
- Who and how many are likely to use the product?

The Ministry cannot undertake an investigation into every complaint.

Where the risk of injury is low, or the potential injury is minor, we will bring it to the attention of the supplier, but may not take it further at that stage. All complaints are entered into a database however, and where there is a pattern of complaints the Ministry will take some action.

Where the risk of injury is high, or there is potential for severe injury the Ministry will conduct an investigation into the product.

### What Consumer Affairs doesn't investigate and who can help

Consumer Affairs does not investigate complaints about products that fall within the legislation administered by other government departments. Consumer Affairs will refer such complaints to the relevant agency.

Complaints about the following classes of goods should be made to, and are referred to as follows:

Food – [New Zealand Food Safety Authority](#). For an individual complaint on a food item, contact your Regional Public Health Authority.

Drugs and medical devices and issues relating to the containers and labels for these – [Ministry of Health](#)

Road vehicles, child seat restraints – [New Zealand Transport Agency](#)

Gas and electrical appliances – [Energy Safety](#)

Goods covered by product safety standards – [Commerce Commission](#)

Work place concerns – [Department of Labour](#)