

JEREMY QUIN MP
Member of Parliament for Horsham



HOUSE OF COMMONS
LONDON SW1A 0AA

19th December 2016

Dear Constituent,

RE: FAULTY TUMBLE DRYERS

Thank you for contacting me about the recalling of faulty tumble dryers.

I appreciate your concerns on this matter if you have been affected personally. If you haven't already done so, I would urge you to call the Citizens Advice consumer helpline on 03454 040506 who will help assess your problem and pass it on to Trading Standards if appropriate.

Rest assured, the Government is well aware of these concerns. The Consumer Minister has written to Whirlpool UK asking for reassurance that everything possible is being done to ensure the safety of consumers. The Government wants consumers to receive a clear response committing to action within an agreed timeframe and for Whirlpool to improve how they communicate the option of receiving a replacement machine rather than a modification to its customers.

Manufacturers, distributors and retailers are legally required to inform their Local Authority Trading Standards Department if they have placed unsafe products on the market under the General Product Safety Regulations 1995. I understand that Trading Standards have been working with those concerned to manage any corrective actions accordingly.

More broadly, a new working group on product recalls and safety will bring together expertise from the fire service, trading standards, consumer groups and industry, and report back with interim findings by the end of the year. Areas of focus will be the causes of fires in white goods, such as tumble dryers, the marking of appliances to make them easier to identify after a fire, and a code of practice for product recalls, including the peer review of risk assessments.

Alongside this, the Consumer Minister has asked an ongoing review into local authorities to prioritise the enforcement of product safety regulation.

Thank you again for taking the time to contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jeremy Quin'.