

# Skin complaints

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# Skin complaints

Consumer portal for complaints

[www.cosmeticaklachten.nl](http://www.cosmeticaklachten.nl)



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# Skin complaints

Most commonly reported;

Skin care products

Hair care products



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Green  
Salon

# Skin complaints

. From 11/2009 to 04/2011

A rise of over 300% in the number of complaints by customers



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# Skin complaints

Causes as determined through the  
CESES Project:

23% of participants responded to

## Isothiazolinones

Potent allergens used as preservatives  
in consumer products



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# Skin complaints

80 – 90% of complaints made by  
women

Norway, Sweden, France, Italy



# Skin complaints

When looking at hair products:

Mainly shampoos

Coloring products



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# Skin complaints

No real conclusions determined:

Early signs suggest similar numbers in  
other European countries

However:

Different ways of measuring



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# Skin complaints

Recommendations from the CESES  
Project:

Continuing registration through the  
consumer portal

Continuing registration of complaints  
by dermatologists- causality



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# Skin complaints

Recommendations continued

Broadening the scope to tattoos,  
permanent make-up, home  
chemicals

Better communication to the public



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# Skin complaints

For this project:

Tapping in to rising consumer awareness



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