



SLOVENSKI STANDARD
SIST EN 14012:2004
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Postal services - Quality of service - Measurement of complaints and redress procedures

Postal services - Quality of service - Measurement of complaints and redress procedures

Postalische Dienstleistungen - Dienstqualität - Messung von Beschwerden und Entschädigungsverfahren

Services postaux - Qualité du service - Mesure des réclamations et procédures de réparation

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ICS:

03.240 Poštne storitve Postal services

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ICS 03.240

English version

Postal services - Quality of service - Measurement of complaints
and redress procedures

Services postaux - Qualité du service - Mesure des
réclamations et procédures de réparation

Postdienste - Dienstqualität - Messung von Beschwerden
und Entschädigungsverfahren

This European Standard was approved by CEN on 20 December 2002.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovakia, Spain, Sweden, Switzerland and United Kingdom.

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Foreword

This document (EN 14012:2003) has been prepared by Technical Committee CEN/TC 331, "Postal services", the secretariat of which is held by NEN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 2003, and conflicting national standards shall be withdrawn at the latest by September 2003..

Annexes A and B are informative.

This document includes a Bibliography.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Luxembourg, Malta, Netherlands, Norway, Portugal, Slovakia, Spain, Sweden, Switzerland and the United Kingdom.

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Introduction

In 1992 the European Commission pointed out in its Green paper the need to establish common rules for the development of community postal services and the improvement of quality of service. The Commission identified requirements for quality of service measurement including the management and measurement of complaints.

The 1997 Directive of the European Parliament and of the Council on common rules for the development of the internal market of Community postal services and the improvement of quality of service, 97/67/CE article 19, requires universal service providers to publish once a year information on the number of complaints and the way they are dealt with.

Complaints are requests given by users of the postal service in order to communicate that they feel that the service provided has not met the standard they expect or the standard the service provider has to comply with. It is recommended to investigate complaints in order to verify if there is actual non-conformity with the service and to reply to the complainants.

Moreover, complaints should be regarded as the instrument to protect users if the service provider does not respect the commitments and promises it has made.

The service provider can use complaints in its continuous quality improvement of the postal service. The level of complaints and the reasons for complaints provide important information about the satisfaction of users with different aspects of the postal service.

There needs to be commitment to effective complaints handling at all levels within the postal organisation.

This European Standard has been developed in collaboration with the Universal Postal Union.

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1 Scope

This European Standard specifies requirements for the measurement of complaints and redress procedures related to the domestic and international postal service. It defines various types of complaints and for each of them establishes a methodology for measuring response rates for their acknowledgement, processing, and resolution by the service provider.

It also specifies the requirements for the complaints management system to be set up by the service provider.

This European Standard is applicable to all domestic and cross-border services within the universal service. It can be used for other postal services if appropriate.

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2 Normative references

This European Standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text, and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies (including amendments).

EN ISO 19011	<i>Guidelines for quality and/or environmental management systems auditing (ISO 19011:2002)</i>
UPU Letter Post Manual ¹	<i>List of Industrialised countries</i>

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¹ The list comes from the UPU Resolution C32/1999 of the Beijing Congress in 1999. The document can be obtained via UPU (Universal Postal Union), Case postale 13, 3000 BERNE 15, SWITZERLAND. www.upu.int

3 Terms and definitions

For the purposes of this European Standard, the following terms and definitions apply.

3.1

access to customer service information complaint

complaint about the information provided by the service provider on the specifications of its products and services

NOTE 1 Examples would be complaints about availability of information on product specifications and prices, about incorrect information and advice, or about information on complaints procedures.

NOTE 2 Complaints about information provided by a contractor or franchisee of the service provider would be included in this category.

3.2

access to postal services complaint

complaint about access to postal services at post offices, sorting centres or other postal establishments

NOTE 1 Examples would be complaints about opening hours at post offices, about queues at post offices, about cleanliness of post offices, or about access for disabled and handicapped people.

NOTE 2 Complaints about access points for postal services provided by the service provider through franchised operations are also included in the access to postal services category of complaints.

3.3

behaviour and competence of postal employees complaint

complaint regarding the behaviour of individual postal employees and the way individual employees operate postal procedures

NOTE 1 Examples would be complaints about rudeness or behaviour inconsiderate of users of the postal service.

NOTE 2 Complaints about mistakes resulting in loss of, damage to or delay to postal items or causing delivery problems should be placed in another complaints category.

3.4

change of address complaint

complaint about incorrect treatment of postal items that are affected by a permanent or temporary change of address

NOTE 1 An example of what would warrant a change of address complaint would be failure to redirect letters to a person's new address when the service provider has undertaken to do so.

NOTE 2 Complaints about temporary changes of address, for example during the summer vacation, or temporary storage of mail at the post office should be included in this category.

3.5

compensation

remuneration given to a complainant by a service provider

NOTE 1 Payments, credit invoices and free gifts or services are all examples of compensation.

NOTE 2 Goodwill payments should be treated as compensation payments.

3.6

complainant

any natural or legal person who makes a complaint

3.7

complaint

communication from a complainant about something that does not meet his or her expectations about the postal service or the “Customer Charter”

NOTE 1 In relation with complaints, the expression “postal service” includes claimed or proposed service levels, specific requirements of the postal service, service regulations, and delivery conditions.

NOTE 2 Suggestions, communications, service enquiries, and requests for information are not considered as complaints.

NOTE 3 A “Customer Charter” is a statement published by the service provider containing commitments to customers or users.

3.8

complaint treatment complaint

complaint expressing dissatisfaction about the way in which a previous complaint has been treated

NOTE Reasons for dissatisfaction could include the time taken to handle the complaint or the response received from the service provider.

3.9

cross-border mail

mail distributed from one country to another

NOTE Cross-border mail includes mail from or to another member state of the European Union and mail from or to a third country.

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3.10

customer

natural or legal person having a business relationship with a postal operator

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NOTE A consumer who purchases postal services is a customer.

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cf. **user**

3.11

final reply

communication by means of which the service provider informs a complainant of the results of any investigation caused by a complaint and whether the complaint is considered to be justified

NOTE A continued dialogue between the service provider and an unsatisfied customer, after the complainant has been informed about the results of the investigation in the final reply, is considered a new complaint about complaint treatment

cf. **complaint handling complaint**

3.12

first reply

first communication from the service provider to a complainant about a complaint

NOTE The first reply could be an initial acknowledgement or a final reply.

3.13

general complaint

complaint that is based on a question of opinion or dissatisfaction in general with the service the postal operator provides

NOTE General complaints are not related to a specific item or items or to a specific customer or postal service user

cf. **specific complaint**

3.14

handling time

period running from the time when the service provider receives the **complaint** to the time at which the service provider informs the complainant about the final results of the investigations

NOTE The time during which the complainant is asked to provide information can be deducted when calculating the handling time.

3.15

industrialised country

country which is a member state of the European Union or is defined as an industrialised country by the Universal Postal Union

3.16

item arriving late complaint

complaint regarding a postal item delivered to the recipient in a time longer than the service provider's promised service standard but within a specified period of time

NOTE The specified period is defined in 5.3 of this European Standard.

cf. **item lost or substantially delayed complaint.**

3.17

item damaged complaint

complaint regarding damage to the contents, stamps, or envelope of a postal item

NOTE To steal the contents in whole or in part of a postal item is an example of damage.

3.18

item lost or substantially delayed complaint

complaint regarding a postal item not received, in whole or in part, by the recipient within a specified period of time

NOTE The specified period is defined in 5.3 of this European Standard.

cf. **item arriving late complaint**

3.19

justified complaint

complaint regarding a subject for which the service provider, after investigation if necessary, recognises that it may not have fulfilled its obligations in whole or in part

NOTE Examples of the obligations of the service provider are its general terms and conditions and its regulatory and legal requirements.

3.20

mail delivery or collection complaint

complaint about when, where or how postal items have been delivered at the delivery address or have been collected

NOTE Examples would be complaints about postal items not delivered at the usual time of day, about postal items not properly delivered into the receiving private letter box, about the location of collection boxes, about the time of day when collections are made, and about the frequency of deliveries or collections.

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3.21

mis-delivery complaint

complaint about postal item delivered to the wrong address or the wrong addressee

3.22

specific complaint

complaint which is based on a question of fact related to a specific customer or postal service user and a specific instance or a specific postal item or items

NOTE A specific complaint may not necessarily lead to redress procedures.

cf. **general complaint**.

3.23

user

any natural or legal person benefiting from universal postal services

NOTE A sender or recipient of a postal item is a user.

cf. **customer**

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