

<b>STN</b>	<b>Poštové služby Kvalita služby Princípy vybavovania sťažností a reklamácií</b>	<b>STN EN 14012</b>  96 1020
------------	--	--

Postal services - Quality of service - Complaints handling principles

Táto norma obsahuje anglickú verziu európskej normy.  
This standard includes the English version of the European Standard.

Táto norma bola oznámená vo Vestníku ÚNMS SR č. 03/20

Obsahuje: EN 14012:2019

Oznámením tejto normy sa ruší  
STN EN 14012 (01 0134) z mája 2009

**130559**

EUROPEAN STANDARD

**EN 14012**

NORME EUROPÉENNE

EUROPÄISCHE NORM

September 2019

ICS 03.240

Supersedes EN 14012:2008

English Version

## Postal services - Quality of service - Complaints handling principles

Services postaux - Qualité du service - Principes de traitement des réclamations

Postalische Dienstleistungen - Dienstqualität - Grundsätze der Bearbeitung von Beschwerden

This European Standard was approved by CEN on 5 August 2019.

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 CEN-CENELEC 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 CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.

EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG**CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels**

**EN 14012:2019 (E)**

<b>Contents</b>	<b>Page</b>
<b>European foreword</b> .....	<b>4</b>
<b>Introduction</b> .....	<b>5</b>
<b>1 Scope</b> .....	<b>7</b>
<b>2 Normative references</b> .....	<b>7</b>
<b>3 Terms and definitions</b> .....	<b>7</b>
<b>4 Complaint handling - Guiding principles</b> .....	<b>9</b>
<b>5 Complaint handling commitment</b> .....	<b>11</b>
<b>6 Complaint handling management</b> .....	<b>12</b>
<b>7 Operation of the complaints-handling process</b> .....	<b>12</b>
<b>8 Maintenance and improvement</b> .....	<b>15</b>
<b>Annex A (normative) Performance improvement activity</b> .....	<b>16</b>
<b>A.1 General</b> .....	<b>16</b>
<b>A.2 Assessing the organization is able to deal with the information of the complaint handling process</b> .....	<b>16</b>
<b>A.3 Assessing how the complaint handling process drives continual improvement</b> .....	<b>17</b>
<b>Annex B (informative) Customer complaint processes – channels and mechanisms for communicating complaint handling processes to postal users</b> .....	<b>18</b>
<b>B.1 Communication content</b> .....	<b>18</b>
<b>B.2 Communication channels</b> .....	<b>18</b>
<b>B.3 Examples of alternative formats</b> .....	<b>19</b>
<b>Annex C (informative) Complaint channels</b> .....	<b>20</b>
<b>C.1 List of complaint channels involved</b> .....	<b>20</b>
<b>C.2 Channel operation</b> .....	<b>20</b>
<b>Annex D (informative) Capturing user information on complaints</b> .....	<b>22</b>
<b>Annex E (informative) Complaint categorization and classification</b> .....	<b>24</b>
<b>E.1 Introduction</b> .....	<b>24</b>
<b>E.2 Complaint justification</b> .....	<b>24</b>
<b>E.3 Complaint ownership</b> .....	<b>24</b>
<b>E.4 Complaint categories</b> .....	<b>25</b>
<b>E.5 Reasons for complaint</b> .....	<b>25</b>
<b>E.6 Guidance on complaint categorization</b> .....	<b>26</b>
<b>Annex F (informative) Responses</b> .....	<b>28</b>
<b>F.1 Content of responses – suggested sequence</b> .....	<b>28</b>

<b>F.2</b>	<b>Issues to be considered can include.....</b>	<b>28</b>
<b>F.3</b>	<b>Timescales for responses .....</b>	<b>28</b>
<b>Annex G (informative)</b>	<b>Complaint reporting.....</b>	<b>29</b>
<b>G.1</b>	<b>General .....</b>	<b>29</b>
<b>G.2</b>	<b>Timescales for reporting.....</b>	<b>29</b>
<b>G.3</b>	<b>Report content.....</b>	<b>29</b>
<b>G.4</b>	<b>Extra monitoring data.....</b>	<b>30</b>
<b>Annex H (informative)</b>	<b>Continual improvement .....</b>	<b>31</b>
<b>H.1</b>	<b>Continual improvement of the complaint handling process .....</b>	<b>31</b>
<b>H.2</b>	<b>Continual improvement of products and services.....</b>	<b>31</b>
<b>Annex I (informative)</b>	<b>Suggested reporting formats.....</b>	<b>32</b>
<b>Annex J (informative)</b>	<b>Damage to postal items .....</b>	<b>39</b>
<b>J.1</b>	<b>Introduction .....</b>	<b>39</b>
<b>J.2</b>	<b>Measurement of complaints .....</b>	<b>39</b>
<b>J.3</b>	<b>Prevention actions .....</b>	<b>52</b>
<b>J.4</b>	<b>Measurements .....</b>	<b>53</b>
<b>J.5</b>	<b>Activities to mitigate impact of damages.....</b>	<b>55</b>
<b>J.6</b>	<b>Parameters of postal items affecting the number of damages.....</b>	<b>56</b>
	<b>Bibliography .....</b>	<b>57</b>

**EN 14012:2019 (E)****European foreword**

This document (EN 14012:2019) 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 March 2020, and conflicting national standards shall be withdrawn at the latest by March 2020.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 14012:2008.

The content has been extensively revised to reflect:

- an increased requirement for postal operators and organizations to demonstrate a stronger focus on providing a quality mail and associated complaint handling experience to postal users;
- limiting the number of measuring parameters; and
- stronger alignment with ISO 10002 adhering to the measuring method described in the first edition of EN 14012 means that also the measuring requirements of this revised 2nd edition of EN 14012 are met. Annex G contains general information regarding measuring and reporting of complaints based on the criteria described in the first edition of EN 14012 and included in Annex I. However, this revised second edition of EN 14012 contains more requirements on improvements and corrective actions.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

## Introduction

### General

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 information once a year 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 respond to the complainants. Moreover, complaints are 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 organization.

### Development overview

An investigation carried out by the European postal regulators CERP in 2004 showed that the costs for fully implementing the first edition of EN 14012:2003 were likely to be too high, even for postal service organizations with existing established and sophisticated complaint management and measurement/reporting systems. This prompted CEN/TC 331 to start a revision of the European Standard in 2005, incorporating annexes about guidance for its use. This Third version of EN 14012 does not force those who already are using EN 14012:2003 to change their measurement systems to comply with the European Standard, but gives an opportunity to measure less extensively. This Third version is also aligned with ISO 10002 on Complaints-handling and thus places more emphasis on the need for overall quality improvements within the postal organizations.

Regulatory aspects, information about business sensitive information and special requirements for Universal services have deliberately been left out of this European Standard. The reasons are that it is up to the regulatory and governmental bodies, as well as in contracts between business partners, to refer to business agreements and this European Standard, and to state which part has to be followed and for which service.

National regulators may have more specific requirements than those given in this document.

### Content description

This document provides guidelines beyond the requirements given in ISO 10002 and EN ISO 9001 in order to consider both the effectiveness and efficiency of a complaint handling process, and consequently the potential for improvement of the performance of an organization. When compared to EN ISO 9001, the objectives of customer satisfaction and product quality are extended to include the satisfaction of interested parties and the performance of the organization.

In this third edition of EN 14012, the general structure of ISO 10002 is followed. For general complaints-handling rules that are not postal specific, references are made to the latest version of ISO 10002, which may be revised independently of EN 14012.

**EN 14012:2019 (E)**

The intention of the modified EN 14012 is to provide guidance on how to set up a complaints-handling system for postal service operators. This leads to positive solutions for postal users who complain. It also provides sufficient information about quality of service related to complaints.

Postal specific issues which will be taken into account are:

- many postal organization employees are in frequent contact with postal users during the delivery of their core job and may be able to deal with complaints on the spot. Most of this contact is not recognized as complaint handling contact and is therefore not formally recorded. (For example, a postman conducting regular collection and delivery activity);
- cross border mail may generate cross border complaints where it may be difficult to establish which postal operator is responsible;
- postal operations involving multiple operators carrying an item of mail will result in complaints being made to organizations that may or may not be the responsibility of that organization;
- person who complains may not be the person who has paid for the service; for example, a recipient of a mail item complaining about an incorrect delivery procedure;
- postal business in Europe is regulated by European and national regulatory law. This regulatory law focuses primarily on the Universal Postal Service (which differs from Member State to Member State);
- there is a new emphasis on e-commerce
- the Technical report on measuring and handling complaints concerning damaged, delayed or lost postal items CEN/TR 16915:2015 is incorporated in this standard under Annex J.

## 1 Scope

This document specifies complaints-handling principles related to domestic and international postal services. It applies to both national and cross border services. Attention is given to how to handle complaints in multiple operator situations. The standard also gives guidance for compensation and redress procedures.

This document can be applied to all types of postal service, both universal service and non-universal service, and by all types of postal organizations. It defines various types of complaints and establishes a methodology for handling complaints in order to improve the service given to postal users including persons with disabilities and older persons. It also gives guidance for complaints-handling processes to be set up by postal service providers in order to improve quality of service.

This document is applicable to the processes of the organization and consequently the quality management principles on which it is based can be deployed throughout the organization. The focus of this document is the achievement of ongoing improvement, measured through the satisfaction of customers and other interested parties.

It is important to note that the number of complaints received might not be related to the level of service given. A large number of complaints on the contrary could reflect the effectiveness of the postal operator's complaint handling process.

This document consists of guidance and recommendations and is neither intended for certification, regulatory or contractual use, nor as a guide to the implementation of EN ISO 9001.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 10002, *Quality management — Customer satisfaction — Guidelines for complaints handling in organizations*

**koniec náhľadu – text ďalej pokračuje v platenej verzii STN**