

**Postiteenused. Teenuse kvaliteet. Kaebuste
läbivaatamise ja käsitlemise kord**

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

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 14012:2007 sisaldab Euroopa standardi EN 14012:2003 ingliskeelset teksti.</p> <p>Standard on kinnitatud Eesti Standardikeskuse 15.04.2003 käskkirjaga ja jõustub sellekohase teate avaldamisel EVS Teatajas.</p> <p>Euroopa standardimisorganisatsioonide poolt rahvuslikele liikmetele Euroopa standardi teksti kättesaadavaks tegemise kuupäev on 19.03.2003.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 14012:2007 consists of the English text of the European standard EN 14012:2003.</p> <p>This standard is ratified with the order of Estonian Centre for Standardisation dated 15.04.2003 and is endorsed with the notification published in the official bulletin of the Estonian national standardisation organisation.</p> <p>Date of Availability of the European standard text 19.03.2003.</p> <p>The standard is available from Estonian standardisation organisation.</p>
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Võtmesõnad: kirisaadetis, kulgemisaeg, kvaliteet, postiteenus

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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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Contents

	page
Foreword	3
Introduction	4
1 Scope	5
2 Normative references	6
3 Terms and definitions	7
4 Making a complaint	11
4.1 General	11
4.2 Process for making a complaint	11
4.3 Information provided to users	11
4.4 Information required when making a complaint	11
5 Classification of complaints	13
5.1 Classification process	13
5.2 Categories of complaints	13
5.3 Complaints about lost items	14
6 Complaints management system	15
6.1 General	15
6.2 The complaints handling process	15
6.3 Maximum handling time	15
6.4 Replying to complaints	16
7 Redress procedures	17
8 Measurement of complaints	18
8.1 Records	18
8.2 Statistical indicators	18
8.3 Reporting statistics about complaints	19
9 Quality control system	21
Annex A (informative) Flow procedures for a complaints management system	22
Annex B (informative) Report on statistical indicators	23
Bibliography	32

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.

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.

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.

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>

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