Who should you turn to when your employer fails to clarify the calculation or other irregularities?

For: Platform worker employed by a company

Practical business guidance · Reviewed: 2026-11-15

Applicability: Practical preparation of the application; jurisdiction and deadlines depend on the issue.

Prepare the facts, the contract and relevant evidence, and separate the technical issue of the application from any employment or other dispute. A complaint to the inspectorate is not an automatic substitute for any other procedure to protect rights.

Prepare a short and verifiable description.

Provide the full name of the employer or other entity, the period involved, what happened and what you have already requested. Attach relevant contracts, calculations and correspondence, while protecting unnecessary personal data of other individuals. Distinguish between non-payment, an unresolved item, a security issue and a technical error, as further steps may vary.

The State Inspectorate has an official form for submitting reports and offers the option to submit via e-Citizens. The form requests information about the reporter, the reported entity and a description, with the possibility of attaching documents. Use the official channel instead of sending confidential documentation to unknown intermediaries.

Keep track of your own deadlines and the objective of the request.

Organise the documents by date and indicate whether you expect a correction of the calculation, an explanation of the decision or another outcome. If it concerns a decision affecting the employment relationship or a debt, promptly assess the need for further legal action. Simply awaiting a response from support services or an inspection should not be regarded as guaranteeing that all other deadlines have been met.

Verifiable difference in calculation

Instead of the general message "I haven't been paid," the worker specifies the month, the agreed settlement, the actual payment and a previous written request. This makes the issue easier to understand and verify.

Specific next steps

1. Compile a chronology and identify the reported subject.
2. Prepare the relevant documents without unnecessary third-party information.
3. Choose an official channel and keep the proof of sending.

4. Please separately check the legal deadlines and any other procedures.

Most common mistakes

• Publish the entire contract and personal data in a public group.

• To assume that reporting to the inspection automatically resolves all requirements and deadlines.

Limits of application

Editorial preparation of documentation, not individual legal advice nor a promise of the outcome of the proceedings. Specialist review is required for specific deadlines.

Sources

State Inspectorate · Submission of applications

https://dirh.gov.hr/prijave/83

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/platforme-prijava-nepravilnosti