Drop in rating after disputed delivery · What to note?

For: Platformski radnik kod poslodavca · Platformski rad preko vlastitog obrta

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

Record the instructions, delivery time and any changes to the visible operating options.

Record and working document

Separately, verify the factual error and the impact of the application rule on the score.

Do not send unnecessary personal customer data to an open group or an unofficial channel.

Working example · Drop in rating after a disputed delivery

Separately, verify the factual error and the impact of the application rule on the score.

Specific next steps

1. Separately, verify the factual error and the impact of the application rule on the score.
2. Do not send unnecessary personal customer data to an open group or an unofficial channel.
3. After the response, record the outcome and any changes to the organisation of future deliveries.

Limits of application

Distinguish between the provisions of the Directive and the Croatian measures that transpose them.

Sources

EUR-Lex · Directive (EU) 2024/2831 on platform work

https://eur-lex.europa.eu/eli/dir/2024/2831/oj/hrv

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-plat-promjena-ocjene-dokazi