Drop in rating after a disputed delivery · How to integrate the procedure into routine operations?

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.

After the response, record the outcome and any changes to the organisation of future deliveries.

Regular application

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

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

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. Record the instructions, delivery time and any changes to the visible operating options.
2. Separately, verify the factual error and the impact of the application rule on the score.
3. Do not send unnecessary personal customer data to an open group or an unofficial channel.

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-primjena