Drop in rating after a disputed delivery · What to do when the process stalls?

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.

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

When a plan meets an obstacle

Keep the facts about the assignment and find the official way to clarify the grade.

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

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. Keep the facts about the assignment and find the official way to clarify the grade.
2. Record the instructions, delivery time and any changes to the visible operating options.
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-problem