Refusal of a task and consequences for future shifts · What if the procedure gets stuck?

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.

If the reduced availability of work is unexplained, ask for the reason and the relevant contact.

When a plan meets an obstacle

Read the contractual rules on availability, refusal and the method of calculating the rating.

Save the messages about the task, the refusal time and the display of the consequence.

Working example · Task refusal and consequences for future shifts

Distinguish between a change of shift, an automatic assessment and a formal decision by the employer.

Specific next steps

1. Read the contractual rules on availability, refusal and the method of calculating the rating.
2. Save the messages about the task, the refusal time and the display of the consequence.
3. Keep a record of the recurrence of the same outcomes over the period.

Limits of application

For platform work in Croatia, according to the contract and the actual working arrangements.

Sources

Ministry of Labour · Work via digital work platforms

https://mrosp.gov.hr/istaknute-teme/rad-putem-digitalnih-radnih-platformi/13269

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-plat-radnja-otkazivanje-problem