



NSAI
Standards

Irish Standard
I.S. EN 14012:2008

Postal services - Quality of service - Complaints handling principles

I.S. EN 14012:2008

Incorporating amendments/corrigenda issued since publication:

<i>This document replaces:</i> I.S. EN 14012:2003	<i>This document is based on:</i> EN 14012:2008 EN 14012:2003	<i>Published:</i> 26 November, 2008 30 July, 2003	
This document was published under the authority of the NSAI and comes into effect on: 21 January, 2009		ICS number: 03.240	
NSAI 1 Swift Square, Northwood, Santry Dublin 9	T +353 1 807 3800 F +353 1 807 3838 E standards@nsai.ie W NSAI.ie	Sales: T +353 1 857 6730 F +353 1 857 6729 W standards.ie	Price Code: N
Údarás um Chaighdeáin Náisiúnta na hÉireann			

English Version

Postal services - Quality of service - Complaints handling principles

Services postaux - Qualité du service - Principes de traitement des réclamations

Postalische Dienstleistungen - Dienstqualität - Grundsätze der Bearbeitung von Beschwerden

This European Standard was approved by CEN on 25 October 2008.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36 B-1050 Brussels

Contents	Page
Foreword.....	4
Introduction	5
1 Scope	7
2 Normative references	8
3 Terms and definitions	8
4 Complaint handling - Guiding principles	11
4.1 General.....	11
4.2 Visibility	11
4.3 Accessibility	11
4.4 Acceptability.....	11
4.5 Responsiveness.....	12
4.6 Objectivity.....	12
4.7 Confidentiality	12
4.8 User focused approach.....	12
4.9 Auditability	12
4.10 Continual improvement.....	12
4.11 Conformity with national and international framework	12
4.12 Resolution of problem at local level	13
4.13 Complaints on postal items handled by multiple operators (cross border or multi-handled domestic mail).....	13
4.14 Compensation to users	13
5 Complaint handling commitment.....	13
6 Complaint handling management	14
7 Operation of the complaints handling process	14
7.1 Communication.....	14
7.2 Access to complaint handling processes.....	14
7.3 Timescales for users to make complaints	14
7.4 Receipt of complaints	14
7.5 Classification of complaints	15
7.6 Acknowledgement of complaints received.....	15
7.7 Tracking of complaints	15
7.8 Investigation of complaints	15
7.9 Response to complaints	15
7.10 Claims for compensation.....	15
7.11 Communication of the decision	16
7.12 Review of complaints and decisions	16
7.12.1 Internal escalation	16
7.12.2 External escalation	16
7.13 Closing the record of a complaint.....	16
7.14 Complaint reporting & performance improvement	16
7.14.1 Internal Reporting.....	16
7.14.2 External Reporting.....	17
7.15 Improvement activity.....	17
8 Maintenance and improvement	17
Annex A (informative) Customer complaint processes – channels and mechanisms for communicating complaint handling processes to postal users	18
A.1 Communication content.....	18

A.2 Communication channels	18
Annex B (informative) Complaint channels.....	19
B.1 List of complaint channels involved	19
B.2 Channel operation	19
B.2.1 General	19
B.2.2 Telephone complaints.....	19
B.2.3 Complaints made in writing	19
B.2.4 E-mail complaints.....	20
B.2.5 Complaints made in person	20
B.2.6 Other facilities.....	20
Annex C (informative) Capturing user information on complaints.....	21
Annex D (informative) Complaint categorisation and classification	23
D.1 Introduction.....	23
D.2 Complaint justification.....	23
D.3 Complaint ownership	23
D.4 Complaint categories	24
D.5 Reasons for complaint.....	24
Annex E (informative) Responses	25
E.1 Content of responses – suggested sequence	25
E.2 Issues to be considered can include	25
E.3 Timescales for responses	25
Annex F (informative) Complaint reporting.....	26
F.1 General	26
F.2 Timescales for reporting	26
F.3 Report content.....	26
F.4 Extra monitoring data	27
Annex G (normative) Performance improvement activity	29
G.1 General	29
G.2 Assessing the organization is able to deal with the information of the complaint handling process.....	29
G.2.1 Organization of complaint information dissemination:.....	29
G.2.2 Examples of complaint analysis contribution to performance improvement:.....	29
G.3 Assessing how the complaint handling process drives continual improvement	29
Annex H (informative) Continual improvement	31
H.1 Continual improvement of the complaint handling process	31
H.2 Continual improvement of products and services	31
Annex I (informative) Transferring from 1st edition of the EN 14012 to this 2nd edition of the EN 14012.....	32
I.1 General	32
I.2 Classification of complaints.....	32
I.2.1 Classification process	32
I.2.2 Categories of complaints	33
I.2.3 Complaints about lost items	34
I.2.4 Maximum handling time.....	34
I.3 Measurement of complaints	35
I.3.1 Records	35
I.3.2 Statistical indicators	35
I.3.3 Reporting statistics about complaints	36
I.4 Report on statistical indicators.....	37
I.4.1 General	37
I.4.2 Permanent statistical indicators	38
Bibliography.....	46

Foreword

This document (EN 14012:2008) has been prepared by Technical Committee CEN/TC “331”, the secretariat of which is held by NEN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by May 2009, and conflicting national standards shall be withdrawn at the latest by May 2009.

This document supersedes EN 14012:2003.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

The content has been extensively revised to reflect:

- an increased requirement for postal operators and organizations to demonstrate a stronger focus on providing a quality mail and associated complaint handling experience to postal users;
- limiting the number of measuring parameters; and
- stronger alignment with ISO 10002 adhering to the measuring method described in the first edition of EN 14012 means that also the measuring requirements of this revised 2nd edition of EN 14012 are met. Annex F contains general information regarding measuring and reporting of complaints based on the criteria described in the first edition of EN 14012 and included in Annex I. However this revised second edition of EN 14012 contains more requirements on improvements and corrective actions

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

This is a free preview. Purchase the entire publication at the link below:

[Product Page](#)

-
- [Looking for additional Standards? Visit Intertek Inform Infostore](#)
 - [Learn about LexConnect, All Jurisdictions, Standards referenced in Australian legislation](#)
-