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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 17242-2025

Replacing GB/T 17242-1998

Specification for complaints handling

投诉处理规范

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part

1.Structure and Drafting Rules of Standardization Documents". Drafting. This document replaces GB/T 17242-1998 "Guidelines for Handling Complaints". Compared with GB/T 17242-1998, the only changes are structural adjustments and editing. Aside from the gender changes, the main technical changes are as follows:

- a) The standard name has been changed (see the name,.1998 edition of the Complaints Handling Guidelines);
- b) The scope has been changed, replacing "products" with "products and services" (see Chapter 1, Chapter 1 of the.1998 edition);
- c) The terminology and definition of "product" have been changed (see 3.1,.1998 edition 3.1);
- d) Two new terms and definitions, "service" and "feedback," have been added (see
- e) The terms and definitions for "quality," "complaint," and "complainant" have been changed (see 3.3, 3.5, 3.6; 3.2, 3.4,
- 3.5 of the.1998 edition);
- f) The terminology and definition of "organization" have been changed, adjusting its categories and scope of services (see 3.4,
- 3.3 of the.1998 edition);
- g) The content of the basic principles has been changed (see 4.1, 4.2, 4.3, 4.4, Chapter 4

of the.1998 edition);

h) The wording of the basic elements of complaint handling has been changed (see 5.1, 5.2, 5.3, Chapter 5 of the.1998 edition);

i) The responsibilities of supervisors have been added to the organizational requirements (see 5.1.2);

j) Added the responsibilities of general staff in the organizational requirements (see 5.1.2);

1 Scope

GB/T 17242-2025 is the Chinese national standard on specification for complaints handling, in the field of services and company organization. The /T suffix marks it as a recommended standard: it is not compulsory by itself, but it becomes binding as soon as a contract, a tender or a customer specification calls it up - which in practice is how most foreign buyers meet it. It was issued on 5 October 2025 by the State Administration for Market Regulation; Standardization Administration of China, and has been in force since 1 February 2026. Classification: ICS 03.080.01, CCS A01. This page is published from the official record of the standard held by the Chinese standards administration: the identification, the dates, the classification and the issuing body are taken from there. The clause text, the tables and the numeric limits are in the document itself, which is delivered complete in English translation.

This document establishes the basic principles for organizations to handle consumer complaints about product and service quality, and stipulates the basic requirements and procedures for complaint handling. The preface and requirements, dispute resolution methods, and requirements for continuous improvement. This document applies to organizations that accept and handle consumer complaints regarding the quality of their products and services.

2 Normative references

This document has no normative references.

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 Product Goods that have been processed and manufactured for sale.

3.2 service An activity or set of activities provided for the benefit of consumers or to meet their needs. [Source: GB/T 24620-2022, 3.11]

3.3 quality The sum of characteristics that reflect the products (3.1) and services (3.2) in meeting explicit and implicit needs.

3.4 organization Companies, groups, businesses, and enterprises that provide products

(3.1) and services (3.2) to consumers and have their own functions and administration. Businesses or social organizations, etc.

3.5 Complaint Expressing dissatisfaction with the organization regarding products (3.1) and services (3.2) or the complaint handling process. [Source: GB/T 19000-2016, 3.9.3, with modifications]

3.6 complainant The individual or entity that initiates the complaint.

Note. Complaints can be made by the person in question, or by an agent, lawyer, or other representative on their behalf.

3.7 Feedback Opinions, evaluations and requests regarding products (3.1) and services (3.2) or the complaint handling process.