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ICS 03.080.030
CCS A12

YD

INDUSTRY STANDARD OF THE PEOPLE'S REPUBLIC OF CHINA

YD/T 6605-2025

Specification for complaint handling service of internet enterprises

互联网企业投诉处理服务规范

(English Translation)

Issued on: December 17, 2025 **Implemented on: April 1, 2026**

Issued by: Ministry of Industry and Information Technology

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https://chinastandards.org/standards/yd-t-6605-2025

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1 Foreword

YD/T 6605-2025 was issued by Ministry of Industry and Information Technology on 17 December 2025 and has been in force since 1 April 2026.

The YD/T prefix marks a recommended standard. It is not law in itself: it becomes binding when a contract names it, when a regulation or a mandatory standard refers to it, or when a producer declares conformity with it.

The document runs to 15 pages in English translation.

2 Scope Preview

This standard specifies the requirements for Internet enterprise complaint handling services in terms of complaint source control, resource allocation, complaint methods and scope, complaint acceptance and classification, complaint handling, service quality evaluation and improvement. This standard is applicable to Internet enterprises conducting complaint handling work.

YD/T 6605-2025 falls under ICS 03.080.030, in the field of services and company organization.

This catalogue holds 6,667 other YD/T standards.

In this catalogue, YD/T standards carry edition years from 1982 to 2026.

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3 About this standard

Sector: Telecommunication Industry Standard (Recommended)

Issued by: Ministry of Industry and Information Technology

English translation: about 15 pages (approximate)

4 Related standards

Standards on related subjects:

GB/T 5296.5-2025 - Instructions for use of products of consumer interest - Part 5: Toys

GB/T 5296.6-2025 - Instructions for use of products of consumer interest - Part 6: Furniture

GB 5296.4-2012 - [GB/T 5296.4-2012] Instructions for use of products of consumer interest -- Part 4: Textiles and apparel

5 Classification and status

International classification (ICS): 03.080.030

Chinese Standard Classification (CCS): A 12

Prefix YD/T: recommended standard.

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