

Standard Operating Procedure (SOP)

Complaint and Maintenance Request Handling Workflow

This SOP describes the **complaint and maintenance request handling workflow**, detailing the processes for receiving, documenting, evaluating, and resolving complaints and maintenance requests. It emphasizes timely response, effective communication, prioritization of issues, and proper follow-up to ensure operational efficiency and customer satisfaction. The procedure includes roles and responsibilities, tracking mechanisms, escalation protocols, and reporting standards to maintain service quality and continuous improvement.

1. Purpose

To establish a standardized process for managing complaints and maintenance requests, ensuring each is handled efficiently and transparently to maximize satisfaction and operational effectiveness.

2. Scope

This SOP applies to all staff involved in receiving, processing, managing, resolving, or overseeing complaints and maintenance requests.

3. Definitions

- **Complaint:** Expression of dissatisfaction regarding services, products, or processes.
- **Maintenance Request:** A request submitted for fixing or maintaining facilities, equipment, or property.
- **Requester:** Person raising the complaint or request (e.g., tenant, employee, customer).
- **Responsible Staff:** Employees tasked with initial response and coordination.
- **Resolution Team:** Individual(s) or contractors assigned to address the issue.

4. Roles and Responsibilities

Role	Responsibilities
Requester	Submit complaint or maintenance request with all relevant details.
Responsible Staff	Receive, log, evaluate, prioritize, communicate updates, and monitor progress.
Resolution Team	Investigate and resolve the reported issue promptly.
Supervisor/Manager	Oversee process, approve escalations, review performance, and ensure compliance with standards.

5. Workflow Procedure

1. **Receiving Requests**
 - Accept requests through designated channels (in-person, email, hotline, online form, etc.).
2. **Documenting Requests**
 - Log each request into tracking system/database, capturing date/time, requester info, description, and urgency level.
3. **Evaluation & Prioritization**
 - Assess severity, impact, and urgency.
 - Assign response priority (e.g., Emergency, High, Routine).
4. **Assignment**
 - Assign to appropriate personnel or contractor.
5. **Communication**
 - Acknowledge receipt to requester.

- Provide estimated resolution time and updates as needed.

6. Resolution

- Carry out investigation and corrective actions.
- Update tracking system with actions and status.

7. Follow-Up

- Confirm resolution with requester.
- Gather feedback, if applicable.

8. Escalation

- Escalate unresolved/critical issues as per escalation matrix.

9. Closure

- Officially close the case in the tracking system.

10. Reporting & Review

- Compile periodic reports on volume, response times, resolutions, and trends.
- Review and identify areas for process improvement.

6. Tracking Mechanisms

- Maintain a centralized log or digital ticketing system.
- Track each request throughout its lifecycle.
- Monitor response/resolution times and backlog.

7. Escalation Protocol

- Define thresholds and timeframes for automatic escalation.
- Specify escalation contacts and decision-making authority.

8. Reporting Standards

- Provide summary dashboards (e.g., pending, resolved, overdue requests).
- Highlight recurring issues and root cause analyses.
- Recommend corrective/preventive actions for systematic issues.

9. Continuous Improvement

- Solicit requester feedback post-resolution.
- Review process effectiveness periodically.
- Update SOP based on data and feedback.

10. References

- Company policies and service standards
- Relevant regulatory or compliance documents
- Contact lists and escalation matrix

Document Control

Version	Date	Prepared By	Approved By	Next Review Date
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