

SOP: Completion Confirmation and Requester Feedback Process

This SOP details the **completion confirmation and requester feedback process**, encompassing steps for verifying task completion, notifying requesters, collecting and evaluating feedback, addressing any concerns or follow-up actions, and ensuring continuous improvement in service delivery. The aim is to enhance communication, guarantee satisfaction, and foster accountability between service providers and requesters.

1. Objective

To create a standardized and effective process for confirming completion of tasks/services, obtaining feedback from requesters, and utilizing feedback for continual improvement.

2. Scope

This procedure applies to all staff involved in providing and managing task-based services within the organization.

3. Roles and Responsibilities

Role	Responsibilities
Service Provider	Complete assigned tasks, confirm completion, notify requester, address feedback.
Requester	Review completion, provide feedback, indicate satisfaction or raise concerns.
Supervisor/Manager	Oversee process adherence, review unresolved feedback, initiate improvements.

4. Procedure

- Task Completion Verification**
 - Service Provider reviews and confirms the task/service has been fully completed as per requirements.
 - Document evidence of completion if applicable (screenshots, documents, reports, etc.).
- Notification to Requester**
 - Immediately notify the requester via agreed communication channel (e.g., email, ticketing system).
 - Provide a concise summary of completed work, referencing any attached evidence.
- Feedback Collection**
 - Include a feedback link/form or direct questions in notification message.
 - Requester submits confirmation of completion and satisfaction rating, or details any concerns.
- Feedback Evaluation**
 - Review all feedback promptly.
 - Positive feedback is logged for records and recognition.
 - Negative feedback or concerns are flagged for follow-up.
- Issue Resolution**
 - Contact requester to clarify and address concerns within 2 business days.
 - Take corrective actions or escalate as needed per escalation matrix.
- Continuous Improvement**
 - Analyze recurring themes in feedback monthly or quarterly.
 - Implement process improvements and train team members accordingly.

5. Documentation

- Task Completion Records
- Feedback Forms/Reports
- Issue Resolution Logs
- Improvement Action Plans

6. Review and Update

This SOP will be reviewed annually and updated based on feedback outcomes and process evaluations.

Note: All personnel must comply with this SOP to ensure efficiency and requester satisfaction.