

SOP Template: Process for Handling Product or Service Complaints

This SOP details the **process for handling product or service complaints**, encompassing complaint receipt, documentation, assessment, resolution strategies, communication with the complainant, follow-up actions, and continuous improvement measures. The objective is to ensure timely, effective, and customer-focused resolution of complaints to enhance satisfaction and maintain quality standards.

1. Purpose

To establish a standard process for receiving, documenting, resolving, and learning from product or service complaints in order to improve quality and customer satisfaction.

2. Scope

This procedure applies to all employees involved in receiving, reviewing, resolving, and monitoring complaints regarding **products or services** offered by the company.

3. Definitions

- **Complaint:** Any expression of dissatisfaction, whether justified or not, received from a customer concerning a product or service.
- **Complainant:** The individual or entity lodging the complaint.

4. Responsibilities

- **Customer Support Team:** Receive, document, and acknowledge complaints; initiate investigation.
- **Quality Assurance Team:** Assess complaints for root cause analysis and recommend corrective actions.
- **Management:** Approve and oversee resolution strategies and ensure continuous improvement.

5. Procedure

1. Complaint Receipt

- Complaints can be received via phone, email, website forms, or in-person.
- All complaints must be acknowledged within 24 hours of receipt.

2. Documentation

- Record details in the Complaint Management System or logbook, including:
 - Date and time received
 - Complainant's contact information
 - Description of complaint
 - Product or service involved
 - Assigned staff member

3. Complaint Assessment

- Review facts and collect necessary information.
- Classify the complaint by type and severity.
- Escalate high-risk or urgent complaints as per escalation matrix.

4. Resolution Strategy

- Identify appropriate corrective or preventive actions.
- Involve relevant departments for technical support or product inspection.
- Obtain necessary approvals from management before implementation, if required.

5. Communication with the Complainant

- Inform the complainant of the investigation status and expected resolution timeline.
- Present the corrective action and seek confirmation of satisfactory resolution.
- Document all communications.

6. Complaint Closure & Follow-Up

- Once resolved, update the complaint log with outcome and closure details.
- Request feedback from the complainant on the resolution process.

- Review repeat complaints regularly to identify patterns.

7. Continuous Improvement

- Analyze complaint data for trends and recurring issues.
- Update procedures, training, and product/service quality as needed.
- Report summary and recommendations to management on a regular basis (e.g., quarterly).

6. Records

- Complaint Log/Database
- Communication records with complainants
- Corrective action reports
- Summary reports for management review

7. Related Documents

- Complaint Form Template
- Escalation Matrix
- Quality Management Policy

8. Revision History

Date	Version	Description	Author
2024-06-10	1.0	Initial SOP Template Release	AI Assistant