SOP Template: Termination and Case Closure Documentation

This SOP details the process for **termination and case closure documentation**, including criteria for case completion, proper documentation standards, final review and approval procedures, communication of case closure to relevant stakeholders, data archiving protocols, and post-closure follow-up actions. Its purpose is to ensure accurate, consistent, and compliant recording of case terminations and closures to support organizational accountability and legal requirements.

1. Scope

This SOP applies to all staff involved in case management, documentation, and oversight within [Organization Name].

2. Responsibilities

- **Case Manager:** Responsible for documenting case closure information.
- **Supervisor:** Reviews and approves closure documentation.
- **Records Management:** Archives case files and ensures compliance.

3. Criteria for Case Completion

1. All case objectives met or no further actionable items remain.
2. All required documentation completed and uploaded to the case management system.
3. No outstanding payments, consultations, or legal requirements.
4. Closure recommendation reviewed by supervising authority.

4. Documentation Standards

- Documentation must be factual, complete, and legible.
- Use standardized forms/templates where applicable.
- Include a summary of case actions, outcomes, and rationale for closure.
- Log the date, responsible staff member, and supervisor.

5. Final Review and Approval

1. Case Manager submits closure documents for supervisory review.
2. Supervisor verifies completeness and accuracy of documentation.
3. Supervisor provides formal approval (electronic or written signature).
4. Document approval in the case management system.

6. Communication of Case Closure

- Notify all relevant stakeholders (client, legal, management, etc.) of case closure.
- Utilize pre-approved closure notification templates when appropriate.
- Document communications in the case records.

7. Data Archiving Protocols

1. Transfer closed case files to secure, designated archive as per retention guidelines.
2. Ensure digital backups exist and are accessible only to authorized personnel.
3. Label archived files clearly with closure date and reference numbers.

8. Post-closure Follow-up Actions

- Conduct follow-up check-ins as required by organizational policy.
- If post-closure issues arise, document and address per escalation protocols.
- Solicit feedback on closure process for continuous improvement.

9. Revision History

Version	Date	Description	Author
1.0	[Insert Date]	Initial SOP release	[Insert Name]

Note: This template should be reviewed and adapted to align with specific organizational, legal, or regulatory requirements.