

SOP Template: Procedure for Handling Discrepancies or Appeals

This procedure details the systematic approach for managing **discrepancies or appeals**, ensuring all issues are addressed fairly and efficiently. It includes steps for identifying discrepancies, documenting appeals, reviewing evidence, communicating with involved parties, and resolving conflicts in a timely manner. The goal is to maintain transparency, uphold organizational standards, and provide a clear process for dispute resolution.

1. Purpose

To provide a structured process for identifying, reviewing, and resolving discrepancies or appeals to ensure fair and prompt resolution.

2. Scope

This procedure applies to all employees, managers, contractors, and stakeholders involved in the process of raising and resolving discrepancies or appeals within the organization.

3. Responsibilities

Role	Responsibility
Employee/Stakeholder	Report discrepancies or file formal appeals as soon as identified.
Manager/Supervisor	Review reports or appeals, gather evidence, facilitate communication, and coordinate resolution.
Appeals/Discrepancy Committee (if applicable)	Conduct impartial review of the issue and make a final decision if escalation is required.
HR/Administrator	Maintain records, oversee compliance, and ensure the process is followed.

4. Procedure

- Identification**
 - Recognize and clearly define the discrepancy or appeal.
 - Notify the relevant party (manager/administrator) as soon as possible.
- Documentation**
 - Submit a written report or appeal including details such as the nature, date, and parties involved.
 - Use designated forms or platforms, if available.
- Initial Review**
 - The manager or appointed official reviews the submission within a specified timeframe (e.g., 3 business days).
 - Gather relevant documents, communications, and evidence.
- Communication**
 - Inform all involved parties of the receipt of the discrepancy or appeal.
 - Maintain open, unbiased, and documented communication throughout the review process.
- Investigation**
 - Conduct interviews or meetings with involved parties if necessary.
 - Review all evidence and gather clarifications as needed.
- Resolution**
 - Determine the appropriate resolution or corrective action.
 - Communicate the decision, supporting rationale, and any next steps in writing to all parties.
- Escalation (if needed)**
 - If parties are unsatisfied with the resolution, escalate the appeal to a higher authority or committee as defined by organizational policy.
- Documentation & Closure**
 - Record the process, communications, decisions, and outcomes.
 - Archive documentation per record-retention policies.
- Monitoring & Improvement**
 - Periodically review cases for process improvements or policy updates.

5. Related Documents/Forms

- Discrepancy/Appeal Submission Form
- Process Flowchart (if available)
- Record Retention Policy

6. Revision History

Date	Version	Description of changes
2024-06-10	1.0	Initial release