

SOP: Response Timeframes for Inquiries and Problem Resolution

This SOP details the **response timeframes for inquiries and problem resolution**, establishing clear guidelines for acknowledging, addressing, and resolving customer or client concerns efficiently. It outlines the expected timelines for initial responses, escalation procedures, communication protocols, and follow-up actions to ensure timely and effective resolution while maintaining high customer satisfaction and operational efficiency.

1. Purpose

To provide standardized procedures and specified timeframes for responding to and resolving inquiries and issues from customers or clients.

2. Scope

This SOP applies to all employees handling customer or client inquiries and complaints, across all communication channels (email, phone, web forms, chat, etc.).

3. Definitions

- **Inquiry:** A question or request for information.
- **Issue/Problem:** A reported complaint or failure of service.
- **Resolution:** Final action taken to address and close the inquiry or problem.
- **Escalation:** The process by which an unresolved issue is handed over to a higher authority or specialist.

4. Procedure

4.1. Response and Resolution Timeframes

Type	Initial Response Timeframe	Resolution Timeframe	Escalation Timeframe
General Inquiry	Within 4 business hours	Within 2 business days	N/A unless unresolved after 2 days
Low Priority Issue	Within 4 business hours	Within 3 business days	Escalate after 3 days if unresolved
Medium Priority Issue	Within 2 business hours	Within 1 business day	Escalate after 1 day if unresolved
High Priority/Urgent Issue	Within 1 hour	Within 4 business hours	Immediate escalation if not resolved in 4 hours

4.2. Communication Protocols

- Acknowledge receipt of all inquiries/issues within the defined initial response time.
- Provide regular updates to the customer/client for issues not immediately resolved.
- Document all correspondence and actions taken in the relevant system.
- Communicate the resolution and confirm closure with the customer/client.

4.3. Escalation Procedures

- Escalate issues to the next level of support or management if the issue is unresolved within the specified timeframe.
- Document escalation actions and notify the customer/client of the status and next steps.
- Follow through until resolution and confirmation of closure.

5. Monitoring and Review

- Supervisors will review compliance with response and resolution timeframes regularly.

- Metrics will be tracked and reported for continuous improvement.
- This SOP will be reviewed and updated annually or as required.

6. Roles and Responsibilities

- **Frontline Staff:** Respond to inquiries/issues, provide updates, and escalate as necessary.
- **Supervisors/Managers:** Monitor compliance, manage escalations, and report performance metrics.
- **Support Specialists:** Resolve escalated or complex issues within set timeframes.

7. References

- Customer Service Policy
- Escalation Matrix
- Communication Guidelines

8. Revision History

Version	Date	Description	Author
1.0	2024-06-08	Initial SOP template release	[Your Name]