

# SOP: Complaint Validation and Eligibility Assessment

This SOP details the procedures for **complaint validation and eligibility assessment**, including the initial receipt and documentation of complaints, verification of complaint authenticity, assessment against defined eligibility criteria, prioritization based on severity and impact, communication with complainants for additional information, and final determination of complaint validity. The aim is to ensure a systematic, transparent, and consistent approach to handling complaints, enabling timely resolution and maintaining organizational accountability.

## 1. Purpose

To establish standardized procedures for validating complaints and assessing their eligibility for investigation or resolution, ensuring a fair and transparent process.

## 2. Scope

This SOP applies to all staff involved in the handling, assessment, and resolution of complaints received by the organization.

## 3. Definitions

Term	Definition
Complaint	Any reported concern or dissatisfaction related to services, operations, or conduct, requiring review by the organization.
Eligibility Criteria	Predefined standards that a complaint must meet to qualify for investigation or resolution.
Validation	The process of confirming the authenticity and relevance of a complaint.
Severity and Impact	The extent to which a complaint affects individuals, operations, or reputation.

## 4. Responsibilities

- **Complaint Handler:** Initial intake, documentation, and communication with complainant.
- **Validation Officer:** Verification of authenticity and assessment against eligibility criteria.
- **Supervisor/Manager:** Oversight, final determination, and escalation if necessary.

## 5. Procedure

1. **Receipt and Documentation**
  - Receive complaint via designated channels (email, web, phone, etc.).
  - Assign a unique identifier to the complaint.
  - Document complaint details in the complaint management system.
2. **Verification of Complaint Authenticity**
  - Confirm identity of complainant, if required.
  - Check for duplicate or fraudulent complaints.
3. **Assessment Against Eligibility Criteria**
  - Review complaint details against predefined eligibility criteria.
  - Document the assessment outcome.
4. **Prioritization**
  - Assess complaint severity and potential impact using established scales.
  - Assign priority level (e.g., High, Medium, Low).
5. **Communication with Complainant**
  - Contact complainant for additional or clarifying information, if needed.
  - Keep complainant informed of assessment status and timeline.
6. **Final Determination**
  - Make a determination regarding the validity and eligibility of the complaint.
  - Notify complainant of the outcome and next steps, if applicable.
7. **Documentation and Record Keeping**

- Record all actions, communications, and findings in the complaint management system.

## 6. References

- Complaint Management Policy
- Complaint Eligibility Criteria Checklist
- Data Protection and Confidentiality Guidelines

## 7. Revision History

Version	Date	Description of Change	Approved By
1.0	2024-06-13	Initial SOP template created	Management