Standard Operating Procedure (SOP)

Handling and Storage of Completed Feedback Forms

This SOP details the **handling and storage of completed feedback forms**, including proper collection methods, secure transportation, organized filing systems, confidentiality protocols, and retention timelines. The aim is to ensure the integrity, accessibility, and privacy of feedback data for effective review and analysis, supporting continuous improvement and compliance with data protection standards.

1. Purpose

To outline standardized procedures for collecting, transporting, filing, securing, and retaining completed feedback forms, thereby safeguarding data integrity and confidentiality.

2. Scope

This SOP applies to all personnel responsible for handling completed feedback forms within the organization.

3. Responsibilities

- **Feedback Collectors:** Ensure proper collection and initial secure handling.
- **Supervisors/Managers:** Oversee compliance with this SOP and coordinate storage and retention.
- **Data Protection Officer (if applicable):** Monitor compliance with data privacy regulations.

4. Definitions

- **Feedback Forms:** Paper or digital documents used to gather feedback from clients, staff, or stakeholders.

5. Procedural Steps

1. **Collection of Completed Feedback Forms:**
   - Ensure forms are filled out in designated areas and immediately collected upon completion.
   - Verify forms for completeness; do not alter or remove any original content.
2. **Secure Transportation:**
   - Place collected forms in a sealed, clearly labeled envelope or folder.
   - Transport directly to the designated secure storage area; do not leave forms unattended.
3. **Organized Filing Systems:**
   - Sort forms by date and/or category as required.
   - File forms in lockable cabinets or password-protected digital storage.
   - Maintain a log of received and filed feedback forms for tracking purposes.
4. **Confidentiality Protocols:**
   - Restrict access to feedback forms to authorized personnel only.
   - Do not discuss content outside of authorized review sessions.
   - Adhere to all applicable data protection laws and organizational privacy policies.
5. **Retention Timeline and Disposal:**
   - Store feedback forms in accordance with the retention timeline:
     - **Standard Retention:** Retain physical and digital feedback forms for **[specify timeframe, e.g., 12 months]** unless otherwise required.
   - Securely dispose of forms after retention period by shredding or permanent digital deletion.
   - Document the date and method of disposal.

6. Documentation and Records

- Maintain logs of feedback forms received, filed, reviewed, and disposed.
- Store records of authorized personnel and access logs.

7. Compliance and Review

- Review this SOP at least annually or when procedures change.
- Report any breaches or incidents according to the organization's incident reporting protocol.

8. References

- Organizational Data Protection Policies
- Applicable Data Privacy Regulations (e.g., GDPR, HIPAA)