

# SOP Template: Patient Complaint Receipt and Documentation

This SOP outlines the process for **patient complaint receipt and documentation**, including the methods for receiving complaints, verifying patient information, documenting the complaint accurately, maintaining confidentiality, and ensuring timely communication with relevant departments. The purpose is to address patient concerns effectively, improve service quality, and comply with regulatory requirements.

## 1. Purpose

To ensure all patient complaints are received, documented, addressed promptly, and confidentially to promote quality improvement and regulatory compliance.

## 2. Scope

This SOP applies to all staff members involved in receiving, documenting, and responding to patient complaints in the facility.

## 3. Responsibilities

- Frontline staff: Receive and preliminarily document complaints.
- Complaint Officer/Designated Personnel: Verify, log, and communicate complaints to relevant departments.
- Management: Monitor and review complaint trends for improvement initiatives.

## 4. Procedure

- 1. Receiving Complaints:**
  - Accept complaints in person, via telephone, email, feedback forms, or digital platforms.
  - Listen empathetically and ensure a non-judgmental approach.
- 2. Verifying Patient Information:**
  - Confirm patient's full name, medical record number, date of birth, and contact details.
- 3. Documenting the Complaint:**
  - Record complaint details accurately in the Complaint Log or designated system.
  - Include date/time, location, involved personnel, and nature of complaint.
- 4. Maintaining Confidentiality:**
  - Ensure all documentation is stored securely and access is limited to authorized personnel.
- 5. Communication:**
  - Notify relevant department heads or supervisors within 24 hours of receipt.
- 6. Follow-Up & Resolution:**
  - Track progress of investigation and provide feedback to the patient as appropriate.
  - Document actions taken and resolution provided.

## 5. Documentation

Document Name	Description
Patient Complaint Log	Central record of all complaints received, including status and outcomes.
Complaint Form	Form for initial capture of complaint details.
Follow-up/Investigation Notes	Documentation of steps taken and findings.

## 6. Confidentiality

All information related to patient complaints must be handled in accordance with applicable privacy laws and facility policies.

## 7. Review and Improvement

- SOP shall be reviewed annually or as needed to incorporate changes in regulations or internal processes.
- Analysis of complaint data should be performed periodically to identify areas for improvement.

## 8. References

- Applicable regulatory and accreditation standards
- Facility privacy and data protection policies

## Revision History

Version	Date	Description of Change	Author/Reviewer
1.0	2024-06-01	Initial creation	[Name/Position]