

SOP Template: Request Acknowledgment and Logging Procedures

This SOP details the **request acknowledgment and logging procedures**, covering the initial receipt of requests, timely acknowledgment to requestors, systematic logging of all incoming requests, tracking and monitoring request statuses, and maintaining accurate records for accountability and follow-up. The goal is to ensure efficient communication, transparency, and organized handling of all requests within the organization.

1. Purpose

To establish standardized procedures for acknowledging and logging all requests received by the organization to ensure prompt response, transparency, accountability, and efficient tracking.

2. Scope

This SOP applies to all employees responsible for receiving, acknowledging, logging, and tracking internal or external requests, regardless of origin or type (e-mail, web forms, phone, direct submission, etc.).

3. Responsibilities

- **Request Receiver:** Responsible for timely acknowledgment and accurate logging of requests.
- **Request Owner/Processor:** Responsible for monitoring, updating, and resolving requests.
- **Supervisor/Manager:** Responsible for overseeing compliance with this SOP and ensuring accuracy in records.

4. Procedure

1. **Receipt of Requests**
 - Receive requests through designated channels (email, forms, phone, etc.).
 - Verify completeness of all required information from the requestor.
2. **Request Acknowledgment**
 - Acknowledge receipt of the request within **1 business day**.
 - Provide a reference or tracking number (if applicable) to the requestor.
 - Outline next steps and expected timeline for response or resolution.
3. **Systematic Logging**
 - Log all requests into the designated system or logbook immediately upon receipt using the standard format (see sample below).
 - Include all essential request details (date, requestor, summary, assigned staff, status, etc.).
4. **Tracking and Monitoring**
 - Update the request status regularly as actions are taken (e.g., "In Progress", "Completed").
 - Set reminders for follow-up or escalation as required.
5. **Record Maintenance**
 - Ensure all records are kept up to date and securely maintained.
 - Archive completed requests according to record retention policies.

5. Sample Request Log Format

Request ID	Date Received	Requestor Name/Contact	Request Summary	Assigned To	Status	Date Closed	Remarks
2024-001	2024-06-01	John Doe (john.doe@email.com)	Request for account access	Jane Smith	Completed	2024-06-02	-

6. Related Documents

- Record Retention Policy
- Request Handling Flowchart
- Escalation Procedures

7. Revision History

Version	Date	Description	Author
1.0	2024-06-07	Initial document creation	Admin