

SOP: Assignment of Complaint to Responsible Staff or Department

This SOP details the process for the **assignment of complaints to responsible staff or departments**, ensuring that all received complaints are promptly identified, categorized, and delegated to the appropriate personnel or department for efficient resolution. It emphasizes clear communication, accountability, and timely follow-up to enhance customer satisfaction and organizational effectiveness.

1. Purpose

To establish a standardized process for assigning complaints to the appropriate staff or department, ensuring prompt and effective response and resolution.

2. Scope

This SOP applies to all complaints received by the organization, regardless of source (e.g., customers, partners, internal stakeholders).

3. Responsibilities

- **Complaint Handler:** Receives and logs complaints, categorizes them, and assigns to the relevant staff or department.
- **Responsible Staff/Department:** Acknowledges assignment, investigates, resolves, and reports the outcome to the Complaint Handler.
- **Management:** Oversees the process and ensures effectiveness.

4. Procedure

1. **Complaint Receipt:**
 - Receive complaint through standard channels (email, phone, web form, etc.).
 - Log complaint in the complaint management system.
2. **Identification & Categorization:**
 - Review the complaint details.
 - Determine complaint type and severity (e.g., product issue, service delivery, staff conduct, other).
3. **Assignment:**
 - Identify the appropriate department or staff based on categorization.
 - Assign complaint in the management system and notify the responsible party via email or relevant channel.
4. **Acknowledgement:**
 - Assigned staff or department acknowledges receipt of the complaint assignment within the stipulated timeframe (e.g., 1 business day).
5. **Resolution & Follow-up:**
 - Responsible staff investigates and resolves the complaint within the agreed SLA.
 - Updates the Complaint Handler and records actions taken.
 - Complaint Handler informs the complainant of the resolution.
6. **Closure:**
 - Complaint record is closed in the system with resolution details.
 - Lessons learned are documented if applicable.

5. Documentation and Records

- Complaint Log/Register
- Assignment and Resolution Records
- Communication Records
- SLA Compliance Reports

6. Flowchart

Step	Action	Responsible
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1	Receive and Log Complaint	Complaint Handler
2	Identify & Categorize	Complaint Handler
3	Assign to Relevant Staff/Dept.	Complaint Handler
4	Acknowledge Assignment	Responsible Dept/Staff
5	Investigate & Resolve	Responsible Dept/Staff
6	Update and Close Complaint	Complaint Handler

7. Review

This SOP should be reviewed annually or after significant process changes.

8. References

- Complaints Management Policy
- Customer Service Guidelines
- Record Keeping Policy