

SOP Template: Complaint Closure, Feedback Collection, and Record Archiving

This SOP details the process of **complaint closure, feedback collection, and record archiving**, encompassing the systematic resolution of customer complaints, methods for gathering and analyzing feedback for continuous improvement, and protocols for securely archiving records to ensure compliance and easy retrieval. The objective is to enhance customer satisfaction, maintain transparent documentation, and support organizational accountability.

1. Purpose

To outline the standardized steps for closing complaints, collecting feedback from customers, and securely archiving related records.

2. Scope

This SOP applies to all employees involved in the complaint handling process, customer service team members, and records management personnel.

3. Responsibilities

- **Customer Service Team:** Responsible for executing complaint closure and collecting feedback.
- **Records Management Team:** Responsible for archiving records according to legal and company requirements.
- **Supervisors/Managers:** Monitor compliance, review outcomes, and implement improvements.

4. Procedure

4.1 Complaint Closure

1. Verify that corrective actions have been performed and the complaint is resolved to the customer's satisfaction.
2. Communicate closure resolution and actions taken to the customer via the preferred channel (phone, email, etc.).
3. Document closure details (date, actions, responsible personnel) in the complaint management system.

4.2 Feedback Collection

1. Invite the customer to provide feedback via standardized survey or feedback form after complaint closure.
2. Record received feedback in the designated system for analysis.
3. Regularly review and analyze feedback to identify areas for service improvement.

4.3 Record Archiving

1. Compile all documentation related to the complaint and its resolution, including feedback forms.
2. Archive records in the secure electronic/document management system as per retention policy.
3. Restrict access to archived records to authorized personnel only.
4. Periodically review and dispose of records as per data retention and privacy policies.

5. Documentation

- Complaint report/closure form
- Customer feedback forms/surveys
- Record archiving log or register

6. Compliance and Review

- Ensure adherence to legal, regulatory, and company data retention policies.
- Supervisors to review random samples of closed complaints and archived records monthly.
- Continuous improvement measures to be implemented based on feedback analysis and audit outcomes.

7. Revision History

Version	Date	Description	Author
1.0	2024-06	Initial creation	[Author Name]