

Standard Operating Procedure (SOP): Issue Resolution and Complaint Handling Process

Purpose

This SOP establishes a clear and effective **issue resolution and complaint handling process** to ensure that all concerns, complaints, and disputes are addressed promptly and fairly. It outlines the steps for logging complaints, investigating issues, communicating with stakeholders, and implementing corrective actions. This process aims to enhance customer satisfaction, improve organizational accountability, and promote a transparent and respectful environment for all parties involved.

Scope

This SOP applies to all employees, customers, vendors, and stakeholders who wish to report an issue or complaint related to the organization's products, services, internal processes, or personnel.

Responsibilities

Role	Responsibility
Complaints Handler	Receive, log, and acknowledge complaints. Ensure initial assessment is conducted.
Investigator	Investigate complaints, gather facts, and analyze issue details.
Department Manager	Review investigation findings and approve corrective actions.
All Employees	Report any complaints or issues in a timely manner and cooperate during investigations.

Procedure

- Complaint Logging**
 - Receive complaint via designated channels (email, hotline, web form, in-person).
 - Record complaint in the complaints log with relevant details (date, source, nature of complaint).
 - Acknowledge receipt to the complainant within 2 business days.
- Initial Assessment**
 - Evaluate if the complaint is within the scope of the process.
 - Assign complaint to appropriate investigator or responsible party.
- Investigation**
 - Gather necessary information and documentation.
 - Interview relevant parties if required.
 - Analyze the facts and determine root cause.
- Resolution**
 - Formulate corrective actions in collaboration with stakeholders.
 - Escalate to management if necessary for approval.
- Communication**
 - Inform the complainant of investigation outcomes and resolution steps.
 - Provide estimated timelines for resolution if further actions are needed.
- Close-Out and Follow-Up**
 - Update the complaint log as "resolved" once actions are completed.
 - Conduct follow-up with the complainant to ensure satisfaction.
 - Document lessons learned and identify process improvements if applicable.

Record Keeping

- All complaint records, investigation notes, and outcome documentation must be securely retained for a minimum of **3 years**.
- Ensure confidentiality and comply with data protection policies.

Related Documents

- Complaint/Issue Log Template
- Complaint Handling Policy
- Confidentiality and Data Protection Policy

Revision History

Date	Version	Description	Author
2024-06-02	1.0	Initial template release	SOP Team