

# SOP Template: Collection and Documentation of All Relevant Complaint Details

This SOP details the **collection and documentation of all relevant complaint details**, including procedures for receiving complaints, recording accurate and complete information, verifying complainant identity, categorizing complaint types, maintaining confidentiality, and ensuring timely updates and follow-up. The goal is to establish a consistent, transparent process that enables effective resolution and continuous improvement in service quality.

## 1. Purpose

To ensure all complaints are collected, documented, categorized, and followed up in a standardized and effective manner.

## 2. Scope

This SOP applies to all staff involved in complaint management and documentation.

## 3. Roles and Responsibilities

Role	Responsibility
Reception/Frontline Staff	Initial receipt and recording of complaint details.
Complaint Handler	Verify information, categorize, maintain confidentiality, provide updates, and ensure follow-up.
Supervisor/Manager	Oversight, review, and approval of complaint resolution.

## 4. Procedure

- 1. Receiving Complaints**
  - Accept complaints via designated channels (in person, phone, email, web form).
  - Acknowledge receipt to the complainant within 24 hours.
- 2. Collecting and Documenting Details**
  - Use the Complaint Intake Form (see Appendix A).
  - Record all relevant facts: date/time, location, nature of complaint, involved parties, and description of incident.
- 3. Verifying Complainant Identity**
  - Request and document identification if required to prevent fraudulent or duplicate complaints.
  - Keep personal data confidential.
- 4. Categorizing Complaint Types**
  - Classify complaint (e.g., service, product, staff conduct, safety).
  - Assign priority level (urgent, high, medium, low).
- 5. Maintaining Confidentiality**
  - Ensure information is accessible only to authorized personnel.
  - Store documentation securely (physical/electronic).
- 6. Timely Updates and Follow-up**
  - Provide regular status updates to the complainant.
  - Record all follow-up actions and final outcomes.

## 5. Documentation and Records

- All complaint forms and correspondence must be retained for a minimum of X years.
- Maintain a complaint log for audit and quality improvement.

## 6. Review and Improvement

- This SOP should be reviewed annually for effectiveness.
- Improvement suggestions should be documented and incorporated as appropriate.

## Appendix A: Sample Complaint Intake Form

Field	Description
Date & Time Received	_____
Complainant Name	_____
Contact Information	_____
Type of Complaint	_____
Description	_____
Action Taken	_____
Follow-up/Status	_____