

SOP: Complaint Reception and Documentation

Procedure

1. Objective

This SOP details the **complaint reception and documentation procedure**, covering the systematic process of receiving, recording, and managing complaints to ensure timely resolution. The objective is to enhance customer satisfaction and improve organizational responsiveness through effective complaint handling and documentation.

2. Scope

This procedure applies to all employees involved in receiving, documenting, and managing customer complaints within the organization.

3. Responsibilities

- **Frontline Staff:** Receive and record complaints promptly.
- **Supervisor/Manager:** Review, assess, and escalate complaints as needed.
- **Quality Assurance/HR:** Monitor process adherence and confidentiality compliance.

4. Procedure

- 1. Complaint Reception**
 - Receive complaint verbally, in writing, or through electronic channels.
 - Greet the complainant professionally and thank them for their feedback.
- 2. Complaint Acknowledgement**
 - Acknowledge receipt immediately in person or via written confirmation within 24 hours.
- 3. Verification of Details**
 - Gather complete information: name, contact details, date/time, details of complaint, and relevant evidence.
 - Clarify unclear points with the complainant as needed.
- 4. Documentation**
 - Record complaint details in the Complaint Register or CRM system.
 - Assign a unique complaint ID/reference number.
- 5. Confidentiality**
 - Maintain confidentiality throughout the process.
 - Access to complaint records is restricted to authorized personnel only.
- 6. Escalation**
 - Refer unresolved or serious complaints to the Supervisor/Manager within 24 hours.
 - Document the escalation and actions taken.
- 7. Follow-Up and Resolution**
 - Update the complainant on progress and resolution timeline.
 - After resolution, record outcome and close the complaint in the system.

5. Documentation & Records

Document	Location	Retention Period
Complaint Form/Record	CRM or Complaint Register	3 Years

Escalation Log	Supervisor's Records	3 Years
Resolution Notice	CRM System	3 Years

6. Confidentiality

All complaint information is to be treated as confidential and used solely for the purposes of investigation and resolution.

7. Review & Revision

This SOP will be reviewed annually and revised as necessary to ensure continued effectiveness and compliance with regulations.