

SOP Template: Initial Documentation and Logging of Complaint Details

This SOP details the **initial documentation and logging of complaint details**, ensuring accurate and timely recording of all relevant information related to complaints received. It covers the procedures for capturing complainant information, complaint specifics, date and time of receipt, and any immediate actions taken. The purpose is to maintain an organized and accessible record system that facilitates effective complaint management and resolution.

1. Purpose

To provide a standardized process for the initial documentation and systematic logging of all complaints received, ensuring consistency, traceability, and accuracy for effective resolution.

2. Scope

This procedure applies to all staff responsible for receiving, documenting, and logging complaints across all departments.

3. Responsibilities

- **Complaint Receiver:** Accurately collect and document complaint details during initial contact.
- **Designated Administrator:** Verify log entries and assign reference numbers if required.
- **Management:** Ensure the SOP is followed and records are maintained for audit purposes.

4. Procedure

1. **Receive the Complaint:**
 - Accept complaints via designated channels (e.g., email, phone, in-person, web portal).
 - Greet the complainant courteously and ensure privacy/confidentiality during the process.
2. **Document Complainant Information:**
 - Full name
 - Contact details (phone, email, address)
 - Relationship to the organization (e.g., customer, employee, vendor)
3. **Record Complaint Details:**
 - Date and time of receipt
 - Complaint reference/ID number (if applicable)
 - Nature and description of complaint (include all relevant facts and supporting documents, if any)
 - Names of involved individuals (if known)
 - Location (if applicable)
4. **Immediate Actions Taken:**
 - Record any actions taken at the time of complaint receipt (e.g., provided information, escalated issue)
 - Document instructions or assurances given to the complainant
5. **Log the Complaint:**
 - Enter all documented information in the designated complaint log or electronic system promptly (within 24 hours of receipt)
 - Securely store physical documents, if any, in the appropriate location

5. Documentation Requirements

Document/Field	Description	Responsible Person
Complaint Log Entry	Digital or physical record of complaint details	Complaint Receiver / Administrator
Reference Number	Unique identifier for each complaint	Administrator
Supporting Documents	Any files or evidence provided by complainant	Complaint Receiver

6. Tools & Templates

- Complaint Log Form (digital/physical)
- Complaint Management System (if applicable)
- Checklists for required documentation

7. Review & Storage

- All complaint logs and supporting documents must be reviewed for completeness and accuracy by the designated administrator.
- Records must be retained according to the organization's records retention policy.
- Ensure confidentiality and restrict access to authorized personnel only.

8. References

- Complaint Management Policy
- Records Retention Policy
- Confidentiality Guidelines

9. Revision History

Date	Version	Description of Change	Author
2024-06-16	1.0	Initial SOP template created	SOP Author

Note: Regularly review and update this SOP to ensure compliance with current policies and regulations.