

Standard Operating Procedure (SOP)

Intake and Registration of Complaints

Purpose

This SOP details the **intake and registration of complaints** process, outlining the steps for receiving, documenting, and acknowledging complaints from clients or customers. It ensures that complaints are accurately recorded, categorized, and routed to the appropriate department for timely investigation and resolution. The purpose is to maintain a transparent, efficient, and responsive complaint management system that upholds customer satisfaction and organizational accountability.

Scope

This SOP applies to all employees responsible for receiving, recording, and directing complaints from customers or clients, regardless of the complaint channel.

Definitions

Term	Definition
Complaint	An expression of dissatisfaction submitted by a customer or client regarding products, services, or staff conduct.
Intake	The process of receiving and capturing initial complaint details.
Registration	The act of documenting and assigning a reference number to each complaint.
Complainant	The individual submitting the complaint.

Responsibilities

- **Frontline Staff:** Receive and capture complaint details; provide acknowledgement to complainants.
- **Complaint Officer:** Register complaint in the system, categorize, assign reference number, and route to the relevant department.
- **Supervisor:** Oversee timely and accurate intake and registration; monitor complaint trends.

Procedure

1. **Receiving complaint:**
 - Accept complaints in person, by phone, via email, web form, or mail.
 - Listen attentively and record all relevant details using the Complaint Intake Form.
2. **Documenting details:**
 - Capture the following:
 - Date and time received
 - Complainant's name and contact information
 - Nature/description of complaint
 - Supporting documents or evidence (if any)
3. **Registering complaint:**
 - Enter complaint details into the Complaint Register or management system.
 - Assign a unique reference or tracking number.
 - Select appropriate category and priority level.
4. **Acknowledging receipt:**
 - Send acknowledgment (verbal or written) to the complainant within 2 business days.
 - Include the tracking number and outline the next steps.
5. **Routing and escalation:**
 - Forward complaint to the relevant department or personnel for investigation.
 - If urgent or sensitive, escalate to supervisor or manager immediately.
6. **Recordkeeping:**
 - Maintain a log of all complaints, including actions taken and resolutions.

Documentation and Forms

- Complaint Intake Form
- Complaint Register or Management System
- Acknowledgement Template

References

- Customer Service Policy
- Data Privacy Policy

Revision History

Version	Date	Description of Change	Author
1.0	2024-06-15	Initial template created	Admin