

# SOP Template for Administrative Complaint Resolution

This SOP Template for **Administrative Complaint Resolution** provides a structured approach to effectively manage and resolve complaints within an organization. It includes guidelines for receiving, documenting, investigating, and addressing complaints, ensuring fairness, transparency, and timely resolution. The template aims to improve communication between parties, protect the rights of all involved, and maintain organizational integrity while fostering a positive and responsive workplace environment.

## 1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to establish a consistent and efficient process for resolving administrative complaints, ensuring all complaints are handled fairly and timely.

## 2. Scope

This SOP applies to all employees, contractors, and stakeholders who wish to file a complaint within the organization.

## 3. Definitions

Term	Definition
Complaint	An expression of dissatisfaction or concern regarding organizational policies, procedures, services, or personnel.
Complainant	The individual or party submitting a complaint.
Respondent	The individual or department against whom the complaint is made.

## 4. Responsibilities

- **Complainant:** Submits a complete and factual complaint in writing.
- **Receiving Officer:** Records, acknowledges receipt, and forwards the complaint to the assigned investigator.
- **Investigator:** Conducts a fair and thorough investigation in accordance with this SOP.
- **Decision Maker:** Reviews findings and determines appropriate resolution/action.

## 5. Procedures

1. **Complaint Submission:**
  - Complaints must be submitted in writing using the official complaint form or via email to the designated address.
  - Include relevant details: names, dates, description of the incident, and supporting evidence if available.
2. **Acknowledgement:**
  - Upon receipt, the complaint is acknowledged in writing within two (2) business days.
  - The complaint is logged with a unique reference number.
3. **Preliminary Assessment:**
  - The Receiving Officer assesses for completeness and eligibility under this SOP.
4. **Investigation:**
  - An assigned investigator conducts interviews, reviews documents, and gathers information as needed.
  - All parties are given the opportunity to present their side.
5. **Resolution & Decision:**
  - The investigator submits a report to the Decision Maker within a specified period (e.g., 14 days).
  - The Decision Maker issues findings and outlines any corrective actions.
6. **Notification:**
  - All parties are notified in writing of the outcome and the rationale for the decision.
7. **Appeals:**
  - If dissatisfied, the complainant may appeal as per the organization's appeals process.
8. **Closure:**
  - Case documentation is finalized and securely stored for recordkeeping purposes.

## **6. Recordkeeping**

All documentation related to complaints must be stored securely and access limited to authorized personnel in compliance with applicable privacy laws.

## **7. Review and Continuous Improvement**

This SOP will be reviewed annually, or as needed, to ensure its effectiveness and alignment with best practices.

## **8. Related Documents**

- Administrative Complaint Form
- Appeals Procedure Document
- Code of Conduct