

SOP Template: Verification of Complaint Details and Supporting Evidence

This SOP details the process for **verification of complaint details and supporting evidence**, including initial complaint receipt, validation of information accuracy, collection and assessment of relevant evidence, documentation standards, confidentiality considerations, and communication protocols. The aim is to ensure thorough and unbiased evaluation of complaints to facilitate effective resolution and maintain organizational integrity.

1. Purpose

To outline the standardized procedure for verifying complaint details and supporting evidence to ensure fair, accurate, and timely resolution of complaints.

2. Scope

This procedure applies to all staff involved in handling, investigating, or resolving complaints received by the organization.

3. Responsibilities

- **Complaint Handler:** Receives, logs, and preliminarily reviews complaints.
- **Investigator:** Conducts detailed verification and assessment of evidence.
- **Manager:** Ensures compliance with SOP and addresses escalation as needed.
- **All Staff:** Maintain confidentiality and adhere to documentation standards.

4. Definitions

- **Complaint:** An expression of dissatisfaction requiring response or resolution.
- **Evidence:** Any document, record, audio, visual, or electronic material supporting or refuting the complaint.
- **Verification:** The process of confirming the accuracy and reliability of complaint information.

5. Procedure

Step	Details
1. Complaint Receipt	<ul style="list-style-type: none">• Log complaint in centralized system immediately upon receipt.• Acknowledge receipt to complainant within 2 working days.
2. Validation of Information	<ul style="list-style-type: none">• Review all information provided for completeness and clarity.• Clarify ambiguous or missing information with complainant, if necessary.
3. Evidence Collection	<ul style="list-style-type: none">• Obtain all supporting documents, records, and other evidence relevant to the complaint.• Request additional evidence from involved parties where necessary.
4. Evidence Assessment	<ul style="list-style-type: none">• Verify authenticity and relevance of submitted evidence.• Cross-check evidence with internal records and witness statements.• Document findings systematically.
5. Documentation	<ul style="list-style-type: none">• Maintain accurate and detailed records of all steps and correspondence.• Ensure documents are stored securely and confidentially.
6. Confidentiality	<ul style="list-style-type: none">• Restrict access to complaint details and evidence to authorized personnel only.• Dispose of sensitive information securely when no longer required.

7. Communication Protocols	<ul style="list-style-type: none"> • Update complainant and relevant parties on the status at key stages. • Notify management immediately if any conflict of interest arises.
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6. Documentation and Record Keeping

- All records to be kept according to the organization's retention policy.
- Ensure traceability and version control for all complaint files.

7. Review and Revision

- This SOP must be reviewed annually or as required due to regulatory or process changes.
- Document all changes and communicate updates to relevant staff.

8. Appendix

- Complaint Log Template
- Evidence Checklist
- Sample Communication Templates