

SOP Template: Communication of Outcome to Parties Involved

This SOP details the **communication of outcome to parties involved**, covering the timely and clear dissemination of results, ensuring confidentiality and accuracy, appropriate channels of communication, documentation of communications, and follow-up actions to address any concerns or feedback. The objective is to maintain transparency, foster trust, and ensure all relevant stakeholders are informed of the decisions or results effectively and professionally.

1. Purpose

To provide a standardized approach for communicating outcomes to all parties involved, ensuring clarity, consistency, confidentiality, and professionalism throughout the process.

2. Scope

This procedure applies to all members of the organization responsible for delivering official results, decisions, or updates following any process, investigation, meeting, or assessment.

3. Responsibilities

- **Responsible Officer:** Prepares and delivers the communication to parties involved.
- **Record Keeper:** Documents all communications and maintains confidentiality.
- **Supervisors/Managers:** Ensure adherence to this SOP and handle any escalations or complex feedback.

4. Procedure

1. **Prepare the Outcome Statement**
 - Draft a clear and concise summary of the outcome or decision, tailored to the audience involved.
 - Double-check facts, figures, and names for accuracy.
2. **Ensure Confidentiality and Accuracy**
 - Confirm that only authorized individuals receive the communication.
 - Exclude any sensitive or irrelevant information.
3. **Choose the Appropriate Communication Channel**
 - Select a channel that ensures security and appropriateness (e.g., secure email, in-person, telephone, internal messaging systems).
 - Document the selected method and rationale if necessary.
4. **Deliver the Outcome**
 - Communicate clearly, empathetically, and professionally.
 - Allow time for questions or clarifications from the recipients.
5. **Document the Communication**
 - Record the date, time, medium, recipients, and content summary of the communication.
 - Store records securely and in accordance with privacy policies.
6. **Follow-Up**
 - Invite recipients to provide feedback, ask questions, or express concerns.
 - Document all follow-up actions and ensure timely resolution where applicable.

5. Documentation

- Maintain records of all outcome communications for auditing and reference.
- Ensure documentation is accessible only to authorized personnel.

6. Review and Continuous Improvement

- Review communications periodically for compliance and effectiveness.
- Incorporate feedback from recipients to improve future communication practices.

7. Appendices/References

- Related Policies (e.g., Data Protection, Privacy Policy)
- Template Forms (Outcome Notification Template, Communication Log Template)