Standard Operating Procedure (SOP)

Complaint Closure, Feedback Collection, and Record Archiving

This SOP details the process for **complaint closure, feedback collection, and record archiving**, encompassing steps to ensure timely resolution of complaints, systematic collection of customer feedback for quality improvement, and secure archiving of documentation to maintain records integrity and accessibility for future reference. The procedure aims to enhance customer satisfaction, streamline complaint management, and preserve organizational knowledge efficiently.

1. Purpose

To provide a standardized procedure for closing complaints, gathering customer feedback, and archiving complaint records.

2. Scope

This SOP applies to all staff involved in complaint management and record-keeping.

3. Responsibility

- Complaint Handling Officer
- Customer Service Manager
- Records Management Unit

4. Procedure

1. **Complaint Resolution Confirmation**
   - Verify that the proposed resolution has been executed.
   - Communicate outcome to the complainant via agreed method (email, phone, etc.).
   - Confirm acceptance of the resolution from the customer.
2. **Complaint Closure Documentation**
   - Update the complaint log/system with closure details, date, and responsible personnel.
   - Attach relevant documentation (emails, call logs, resolution proofs) to the complaint record.
3. **Feedback Collection**
   - Send a feedback request to the complainant (email survey, phone call, etc.).
   - Document any received feedback in the feedback tracking system.
   - Identify any improvement actions needed based on feedback and communicate to process owners.
4. **Record Archiving**
   - Ensure all complaint and feedback records are complete and accurate.
   - Archive records securely in the designated system/repository (physical or digital), in accordance with privacy and data retention policies.
   - Restrict access to authorized personnel only.
   - Maintain a backup of digital records as per organizational policy.
5. **Review & Reporting**
   - Regularly review archived complaints and feedback for trends and improvement opportunities.
   - Generate periodic reports for management review.

5. Documentation & Records

Document/Record	Location	Retention Period
Complaint Log	Complaint Management System	5 Years
Feedback Forms/Responses	Feedback Tracking System	2 Years
Closure Documentation	Records Archive (Digital/Physical)	5 Years

6. References

- Organizational Complaint Policy
- Records Management Policy
- Customer Service Standards

7. Revision History

Version	Date	Description	Approved By
1.0	2024-06-20	Initial release	Operations Manager