

# SOP Template: Notification to Respondent(s) and Stakeholders

This SOP details the process of **notification to respondent(s) and stakeholders**, ensuring timely and accurate communication regarding issues, updates, or decisions. It covers the identification of relevant parties, preparation of notification content, methods of delivery, and documentation of acknowledgments to maintain transparency and accountability throughout the communication process.

## 1. Purpose

To standardize and streamline the notification process for respondent(s) and stakeholders, ensuring all relevant parties are informed efficiently and appropriately.

## 2. Scope

This SOP applies to all notifications related to organizational issues, updates, or decisions requiring formal communication to internal and external respondent(s) and stakeholders.

## 3. Responsibilities

- **Responsible Department/Officer:** Initiates and oversees the notification process.
- **Communications Team:** Prepares, reviews, and sends the notifications.
- **Records Manager:** Maintains documentation of all communications and acknowledgments.

## 4. Procedure

1. **Identification of Relevant Parties**
  - Compile a list of respondent(s) and stakeholders affected or requiring notification.
  - Verify contact details from the latest organizational directory or stakeholder register.
2. **Preparation of Notification Content**
  - Draft clear, concise, and accurate notification letters/emails.
  - Include details such as the subject, purpose, reference numbers, deadlines, and contact information for further queries.
  - Review and approve the content as per internal controls.
3. **Delivery of Notification**
  - Select suitable method(s) (e.g., email, postal mail, hand delivery) based on urgency and recipient preference.
  - Send notifications using pre-approved templates/formats.
4. **Documentation and Acknowledgment**
  - Record delivery details (date/time, method, recipient).
  - Request and retain acknowledgment of receipt from all recipients.
  - Escalate if acknowledgment is not received within specified timeframe.

## 5. Documentation & Records

Document Type	Responsible	Retention Period	Secure Storage
Notification Letter/Email (copies)	Communications Team	5 years	Document Management System
Acknowledgment Receipts	Records Manager	5 years	Document Management System

## 6. References

- Organizational Communication Policy
- Stakeholder Management Plan

## 7. Revision History

Version	Date	Description of Change	Approved By
1.0	2024-06-12	Initial draft	Management