

SOP Template: Standardized Complaint Resolution Steps and Timelines

This SOP details **standardized complaint resolution steps and timelines**, outlining the systematic approach for receiving, investigating, and resolving complaints efficiently. It includes procedures for documenting complaints, assigning responsibility, setting clear resolution deadlines, communication protocols with complainants, and follow-up actions to ensure customer satisfaction and process improvement.

1. Purpose

To ensure all complaints are addressed and resolved in a timely, consistent, and effective manner, enhancing customer satisfaction and facilitating continuous process improvement.

2. Scope

This procedure applies to all employees involved in the handling of customer complaints.

3. Responsibilities

- **Complaint Handler:** Receives, records, and acknowledges complaints.
- **Investigation Team:** Investigates and analyzes complaint details.
- **Department Manager:** Assigns responsibilities and reviews resolutions.
- **Customer Service:** Communicates with complainants and ensures satisfaction.

4. Procedure & Timelines

Step	Description	Responsible	Timeline
1. Receipt of Complaint	Receive complaint through defined channels (email, phone, online form, etc.)	Complaint Handler	Day 0 (Immediate)
2. Logging & Acknowledgment	Document complaint, generate reference number, acknowledge receipt to complainant	Complaint Handler	Within 1 business day
3. Preliminary Assessment & Assignment	Categorize complaint severity; assign to appropriate personnel/team	Department Manager	Within 2 business days
4. Investigation	Gather facts, interview parties, review records, identify root cause	Investigation Team	Within 5 business days
5. Resolution Proposal	Develop, approve, and document corrective actions	Investigation Team & Manager	Within 7 business days
6. Communication to Complainant	Inform complainant of findings and proposed resolution	Customer Service	Within 1 business day after resolution proposal
7. Implementation of Actions	Implement agreed resolution/corrective action	Responsible Department	Within 3 business days of approval
8. Follow-Up & Closure	Confirm complainant satisfaction; officially close the complaint	Customer Service	Within 2 business days of implementation
9. Record Keeping & Review	Archive all records and review process for improvements	Quality Assurance	Ongoing/Monthly Review

5. Documentation

- Complaint Register/Database
- Acknowledgment Communication
- Investigation Report
- Resolution Proposal Document

- Closure Confirmation

6. Communication Protocols

- All communications with complainants should be clear, respectful, and timely.
- Status updates are to be provided at each key stage.
- Maintain confidentiality throughout the process.

7. Process Improvement

Periodic review of complaints for trend analysis and identification of areas for organizational improvement.