

# SOP: Training Requirements for Complaint Handling

This SOP defines the **training requirements for complaint handling**, covering the essential skills and knowledge needed for effective customer complaint management, standardized procedures for training delivery, evaluation methods to ensure competency, ongoing development initiatives, and compliance with regulatory standards. The goal is to equip employees with the necessary expertise to address complaints professionally, enhancing customer satisfaction and maintaining organizational reputation.

## 1. Purpose

To establish a standardized approach for training all personnel involved in complaint handling, ensuring consistency, compliance, and continuous improvement in customer service response.

## 2. Scope

This SOP applies to all staff responsible for receiving, managing, investigating, and resolving customer complaints within the organization.

## 3. Responsibilities

- **HR Department:** Organize and track training; maintain training records.
- **Training Coordinator:** Deliver and update training materials.
- **Supervisors/Managers:** Ensure team compliance and monitor performance.
- **Employees:** Attend required training and demonstrate competency.

## 4. Training Requirements

Training Component	Details	Frequency
Complaint Handling Policy	Overview of complaint policies, organizational values, and escalation procedures.	Onboarding & Annual Refresher
Communication Skills	Active listening, empathy, conflict resolution, and professional language use.	Onboarding & Biennial Refresher
Standard Operating Procedures (SOPs)	Step-by-step process for logging, investigating, and closing complaints.	Onboarding & As Updated
Regulatory Compliance	Key regulatory standards and organizational obligations regarding complaint management.	Onboarding & Annual Refresher
Confidentiality & Data Protection	Proper handling of sensitive customer data during complaint investigation.	Onboarding & Annual Refresher
Use of IT Systems	Correct entry, tracking, and archiving of complaints using internal systems.	Onboarding & As Updated

## 5. Training Delivery Methods

- In-person workshops and seminars
- E-learning modules
- On-the-job shadowing
- Role-playing and scenario-based exercises
- Written manuals/guides

## 6. Evaluation of Competency

- Post-training assessments (quizzes, knowledge checks)
- Observation and feedback during live calls/cases
- Periodic review of complaint handling records
- Employee self-assessments
- Supervisor evaluations

## **7. Ongoing Development**

- Annual refresher sessions
- Updates following SOP or regulatory changes
- Feedback-informed training updates
- Access to continuous learning resources

## **8. Documentation & Records**

- Store training completion and competency assessment records for 5 years.
- Maintain training matrices to track compliance.
- Update SOPs promptly to reflect new requirements or processes.

## **9. Compliance**

All training must adhere to applicable laws and industry regulations regarding customer complaint management and employee development.

## **10. Review**

This SOP will be reviewed annually or upon significant regulatory/company process changes.