SOP: Assessment and Categorization of Complaint Severity and Type

This SOP details the process for **assessment and categorization of complaint severity and type**, including the identification of complaint nature, evaluation of impact and urgency, classification into severity levels, documentation standards, and prioritization for resolution. The procedure ensures systematic handling of complaints to improve response efficiency, maintain accurate records, and enhance customer satisfaction by addressing issues appropriately based on their severity and type.

1. Purpose

To establish a standard and systematic approach for identifying, assessing, categorizing, and prioritizing complaints based on their severity and type to ensure effective and timely resolution.

2. Scope

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

3. Definitions

- **Complaint:** Any reported dissatisfaction, issue, or concern raised by a customer or stakeholder.
- **Severity:** The degree of impact a complaint has on the customer, service, safety, or compliance.
- **Type:** The nature or category of the complaint (e.g., product, service, process, safety).

4. Responsibilities

- **Frontline Staff:** Collect and log complaints, conduct initial assessment.
- **Supervisor/Manager:** Review categorization, ensure appropriate escalation and documentation.
- **Complaint Resolution Team:** Investigate, resolve, and close complaints.

5. Procedure

1. **Complaint Receipt & Registration**
   - Receive complaint through defined channels (phone, email, web form, in-person, etc.).
   - Register complaint in the complaint management system, recording relevant details.
2. **Identification of Complaint Nature**
   - Ascertain the type of complaint: product, service, safety, process, others.
   - Capture all supporting information and documentation.
3. **Assessment of Impact and Urgency**
   - Consult with stakeholders if required to understand business or customer impact.
   - Evaluate urgency (immediate action required, time-sensitive, routine).
4. **Classification into Severity Levels**

Severity Level	Description	Examples
Critical	Severe impact on safety, compliance, or major business disruption.	Product safety risk; regulatory breach.
High	Significant impact on customer satisfaction or business process.	Service outage affecting multiple customers.
Medium	Moderate impact; issue confined to individual customer or process, no safety/compliance risk.	Billing error; delayed response to inquiry.
Low	Minor impact; inconvenience without business or safety implications.	Minor product defect with workaround.

5. **Documentation Standards**
   - Record all complaint details, assessment notes, severity/type classification, and assigned priority in

the management system.
  - Attach all relevant evidence or communications.
6. **Prioritization for Resolution**
  - Assign complaints for resolution based on severity and urgency, using target response and resolution timelines.
  - Escalate critical/high severity complaints as per escalation matrix.
7. **Monitoring and Review**
  - Track complaint statuses through to closure.
  - Review completed cases to ensure proper categorization and compliance with standards.

6. Records

- Complaint Registration Form/System Log
- Assessment and Classification Documentation
- Resolution and Closure Reports

7. References

- Company Complaint Management Policy
- Customer Care Guidelines
- Relevant Regulatory Standards