SOP Template: Dealing with Delivery Incidents, Complaints, and Returns

This SOP provides clear guidelines for **dealing with delivery incidents, complaints, and returns**, covering the processes for identifying and documenting delivery issues, addressing customer complaints promptly and effectively, and managing product returns and exchanges. The aim is to enhance customer satisfaction, ensure efficient resolution of delivery problems, and maintain accurate records to support continuous improvement in service quality.

1. Purpose

To establish standardized procedures for handling delivery incidents, customer complaints, and product returns to ensure consistent, prompt, and satisfactory resolution for customers.

2. Scope

This SOP applies to all employees involved in order fulfillment, customer service, and logistics operations.

3. Responsibilities

- **Customer Service Team:** Receives, logs, and manages customer complaints and return requests.
- **Logistics/Delivery Team:** Investigates delivery incidents and coordinates resolution.
- **Returns Department:** Processes approved product returns and exchanges.
- **Quality Assurance:** Reviews records for continuous improvement.

4. Procedures

4.1. Identifying and Documenting Delivery Incidents

- Receive notification of a delivery issue from the customer or delivery team.
- Log the incident in the Incident Report System, including all relevant details:
    - Order number
    - Customer information
    - Nature of the incident (damaged goods, late delivery, missing items, etc.)
    - Time and date of incident
- Acknowledge receipt of the report to the customer within 24 hours.

4.2. Addressing Customer Complaints

- Listen actively to the customer and gather all necessary information.
- Log the complaint in the Customer Complaints Register.
- Provide a reference number to the customer for tracking purposes.
- Escalate complex complaints to the appropriate department within 1 business day.
- Keep the customer informed of progress until the issue is resolved.
- Close the complaint with the customer's confirmation and document the resolution.

4.3. Managing Product Returns and Exchanges

- Verify that the return/exchange request falls within the company's return policy period.
- Provide the customer with return/exchange instructions and a prepaid shipping label (if applicable).
- Inspect returned products upon receipt for condition and compliance with return policy.
- Process refund or dispatch replacement within 3 business days of receiving the returned product.
- Update the returns log for audit and review.

5. Documentation and Record Keeping

- Maintain detailed records of all incidents, complaints, and returns.
- Retain records for a minimum of 12 months or as required by company policy.
- Review records quarterly for trends and areas to improve.

6. Continuous Improvement

- Periodically review standard procedures based on data analysis and feedback.
- Implement process changes to reduce future incidents and complaints.
- Train employees annually on updates and best practices.

7. References

- Return & Exchange Policy
- Customer Service Handbook
- Quality Management System Manual

8. Revision History

Version	Date	Summary of Changes	Author
1.0	2024-06-01	Initial creation	Operations Manager