

SOP Template: Intake and Acknowledgment of Patient Complaints

This SOP details the **intake and acknowledgment of patient complaints**, outlining the process for receiving, documenting, and responding to patient concerns promptly and effectively. It includes guidelines for ensuring all complaints are acknowledged in a timely manner, maintaining patient confidentiality, and providing clear communication to address issues while enhancing patient satisfaction and improving healthcare service quality.

1. Purpose

To establish a standardized process for the intake and acknowledgment of patient complaints to ensure prompt, respectful, and confidential handling, with the goal of continuous improvement in healthcare service quality.

2. Scope

This SOP applies to all staff and departments involved in receiving, documenting, and handling patient complaints within the healthcare facility.

3. Responsibilities

- **All Staff:** Recognize and report patient complaints in accordance with this SOP.
- **Complaints Officer/Coordinator:** Oversee the documentation, tracking, acknowledgment, and response process.
- **Management:** Review complaint trends and implement improvements as needed.

4. Definitions

- **Complaint:** An expression of dissatisfaction or concern by a patient or their representative regarding services received.
- **Acknowledgment:** The process of formally recognizing receipt of a complaint in writing or verbally within a defined timeframe.

5. Procedure

5.1 Intake of Complaints

1. Receive complaints in person, by phone, email, web form, or written letter.
2. Listen actively and respectfully to the patient or representative without judgment.
3. Collect essential information:
 - Patient's name and contact details (unless anonymous)
 - Date and time of incident
 - Details and description of the complaint
 - Names of any staff involved (if relevant)
4. Document the complaint in the designated complaint log or incident reporting system immediately.

5.2 Acknowledgment

1. Acknowledge receipt of the complaint within **2 business days**.
2. Provide confirmation via the same channel the complaint was received or as requested by the complainant.
3. Include information about the next steps and expected resolution timeline.
4. Maintain a respectful and empathetic tone in all communications.

5.3 Confidentiality

- Ensure all complaint-related information is kept confidential and only disclosed to individuals directly involved in the resolution process.
- Store records securely per facility policy and data protection regulations.

5.4 Documentation & Tracking

1. Record all complaints in a centralized database or log, noting dates, times, details, and actions taken.
2. Track status and resolution of each complaint.
3. Archive resolved complaints for future reference and quality improvement.

6. Reporting

- Generate quarterly reports on complaint trends and themes for management review.
- Identify areas for improvement and training.

7. References

- Healthcare facility policies and procedures manual
- Applicable privacy and data protection regulations

8. Revision History

| Date | Version | Description of Change | Approved By |
|------------|---------|---------------------------|--------------------|
| 2024-06-21 | 1.0 | Initial template creation | Compliance Officer |