

SOP: Assignment of Complaints to Responsible Staff or Department

This SOP details the **assignment of complaints to responsible staff or departments**, ensuring efficient and effective handling of customer issues. It covers complaint receipt, identification of the appropriate personnel or department, timely assignment protocols, documentation requirements, and follow-up procedures. The purpose is to streamline complaint resolution, enhance accountability, and improve overall customer satisfaction by directing concerns to the right resources promptly.

1. Scope

Applies to all customer complaints received via any channel (email, phone, in-person, web, etc.) within the organization.

2. Responsibilities

- **Complaint Handler:** Receives and logs complaints, identifies responsible staff/department.
- **Department Manager:** Ensures timely resolution and reporting.
- **Assigned Staff/Department:** Investigates and resolves assigned complaints.

3. Procedure

1. **Receipt of Complaint**
 - Log the complaint in the Complaints Management System with date, time, and details.
2. **Classification and Identification**
 - Review complaint details.
 - Determine relevant department or staff based on nature of the issue (refer to assignment matrix if available).
3. **Assignment Protocol**
 - Assign the complaint to the identified staff or department in the system within **one business day**.
 - Notify the assigned party with all relevant complaint documentation.
4. **Documentation**
 - Document the assignment details-including date, responsible party, and communication-within the system.
5. **Follow-up and Resolution**
 - Monitor status until resolved.
 - Escalate if not addressed within required timeframe.
 - Update records upon resolution and inform the complainant about the outcome.

4. Assignment Matrix (Example)

Complaint Type	Responsible Department/Staff	Contact/Notes
Billing Issue	Finance Department	finance@yourcompany.com
Product Quality	Quality Assurance Team	qa@yourcompany.com
Service Delay	Operations Manager	operations@yourcompany.com

5. Records

- Complaint log (with date, details, assignment, resolution)
- Assignment notifications (email/system record)
- Follow-up and closure documentation

6. Review and Improvement

- Conduct periodic audits of complaint handling and assignments.
- Update assignment matrix and contacts as necessary.