

SOP: Assignment of Responsible Staff for Complaint Assessment

This SOP details the **assignment of responsible staff for complaint assessment**, outlining the process for designating qualified personnel to evaluate, investigate, and resolve customer complaints effectively. It emphasizes clear roles and responsibilities, timely response, and maintaining accurate records to ensure consistent and fair handling of all complaints, thereby enhancing customer satisfaction and organizational accountability.

1. Purpose

To establish a standardized procedure for assigning responsible staff to assess, investigate, and address customer complaints in a timely and effective manner.

2. Scope

This SOP applies to all customer complaints received by the organization across all departments and locations.

3. Responsibilities

Role	Responsibilities
Complaint Manager	Receives complaint, assigns case to responsible staff, monitors progress, and ensures resolution.
Assigned Staff	Assesses, investigates, and resolves complaint; maintains accurate records of actions and outcomes.
Department Head	Ensures sufficient and qualified staffing, reviews reports, and supports continuous improvement.

4. Procedure

- Complaint Receipt:** Complaints are received via designated channels (email, online form, phone, in-person, etc.).
- Complaint Logging:** Each complaint is logged in the Complaint Management System with a unique identifier.
- Initial Review:** The Complaint Manager reviews the complaint for completeness and urgency.
- Staff Assignment:**
 - The Complaint Manager identifies qualified staff based on expertise, current workload, and absence of conflicts of interest.
 - The responsible staff is formally assigned and notified via email or the management system.
- Investigation & Assessment:** The assigned staff evaluates the complaint, gathers information, and documents findings.
- Resolution & Response:** Findings and recommended actions are proposed to the Complaint Manager for approval, then communicated to the complainant.
- Record Keeping:** All actions taken, communications, and outcomes are recorded in the Complaint Management System.
- Review & Closure:** Complaint Manager reviews final documentation for completeness, closes the case, and identifies any opportunities for process improvement.

5. Documentation & Records

- Complaint log entries
- Staff assignment records
- Investigation notes and evidence
- Correspondence with complainant
- Resolution reports

6. Review and Continuous Improvement

The complaint process and staff assignments should be reviewed periodically (e.g., quarterly) to identify trends, training needs, and areas for improvement.

7. Appendices

- Sample Staff Assignment Form
- Complaint Assessment Checklist
- Complaint Management System User Guide